New York State

Electronic Certificate of Need

Applicant Training:

Request Regional Office Review

Version 2.0

Revision History

Date	Version	Description	Author
04/20/2015	1.0	Initial Release	Payal Sareen
07/15/2015	2.0	Release 2: General information Functionality - with enhancements • Screen layout changed • Phase ID can be manually changed • Federal 855 does not default to yes or no. • Federal 855 expiration date field added • Data can be modified after submission Reviewer Schedules surveys- • Schedule, reschedule and confirm functionality provided Changes in Survey schedule history table Added Secure and Non- secure general correspondence Added checklist functionality and checklist correspondence Correspondence can be filtered for focused search	Payal Sareen

NYS Department of Health

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Applicant initiates regional office review

Regional office tab has been added to NYSE-CON to facilitate the Regional office review and approval. The views and actions available will depend on the user's role. To be able to login to – NYSE-CON, the user must have a Health Commerce System (HCS) account. The Regional Office module is reached via the '**Regional office'** tab. This tab opens the "General Information" page for the Regional Office (Figure 1).

The "Regional Office" tab will be displayed for a project only after the CON project has been

Approved and any contingencies have been satisfied The applicant should initiate contact with the Regional Office at least 60 days prior to the facility's target opening date.

The "Regional Office" tab will be located between the "Post Approval" and "Summary" tabs.

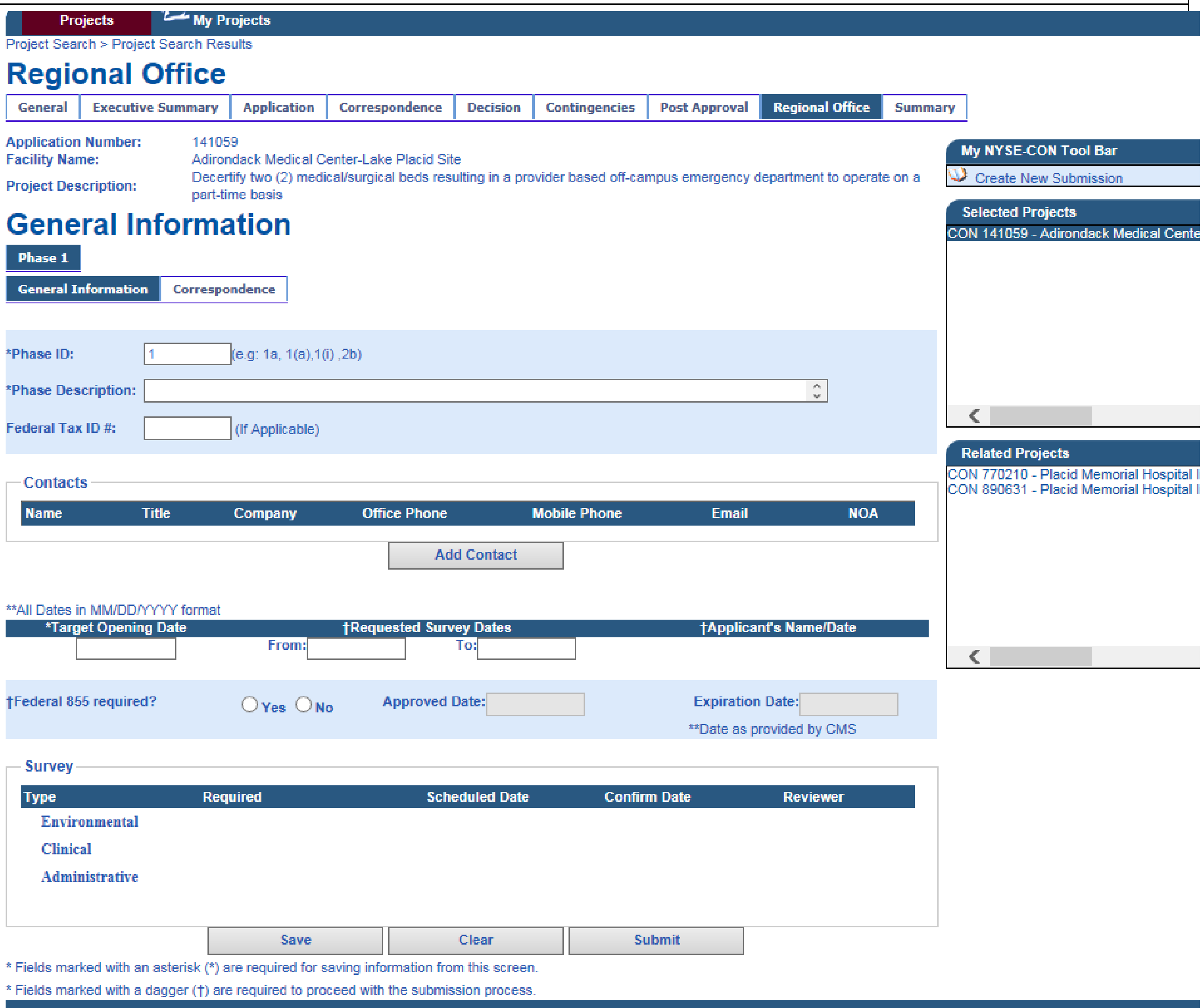


Figure 1: Regional office: General Information page

General Information Page - Field Descriptions	
Field Name	**Description**
Application Number	CON number Assigned to the application
Facility Name	Name of the facility
Project description	The description entered by Project Management Unit (PMU) during initial review
Phase Tab	Every project has at least one phase but more phases may be added. Surveys, checklists and Findings and Caps organized by phase.
General Information Tab	Tab Title
Phase ID	The phase number to identify the phase. A sequential number is assigned at creation by may be changed by the user.
Phase Description	A general description of the phase entered by the applicant.
Federal tax ID #	It is the 9 digit Federal Tax Identification number
Contacts	Label for Survey table
*Target Opening date	The date on which the facility is expected to be open for services. Note: Target opening date must be greater than Requested Survey Date.
*Requested survey Date 'From'	The date entered by the applicant to provide the beginning date of a range to schedule a survey. The date must be earlier than the 'Target opening date' entered
*Requested survey Date 'To'	The date entered by the applicant to provide the end date of a range to schedule a survey. The date must be earlier than the 'Target opening date' entered
Federal 855 required?	Radio buttons to indicate if a Federal 855 is required.
*Approved Date	This field indicates the date on which the Federal 855 was approved.
Expiration date	This field indicates the date on which the Federal 855 was expired. The date is provided by CMS.
Buttons	
Add Contact Button	Button used for navigating the user to the "Add New Contact Information" screen.
Submit	Sends a notification to the Regional Office that the applicant is requesting regional office review. Once the button is clicked, the only functionality available to the user would be 'Add contact'.
Clear	Clears any unsaved data
Save	Entered and selected data is saved but the information may be modified and the regional office does not receive a notification .
Tables	
Contacts	Table listing the details of the 'Primary' and 'Additional' contacts, entered by the applicant, as the contacts to facilitate the regional office review.
Survey	Table containing survey options, and when applicable survey dates and reviewer name.

**Dates must be entered in month-day-year order format. If entered dates are punctuated by slashes: The year must have either two or four digits (examples: 02/01/2011 or 02/01/11). – Entry of a two-digit year implies current century. – Month and day may be entered without leading zeros (example: 2/1/2011)*

Submitting a request for review

Submitting a review request to the Regional office	Only an applicant can initiate the request for regional office review Having received a “Contact the Regional Office” direction, the applicant will access the Regional Office General Information page by selecting the Regional Office tab for the project. In order to submit a request for review, the applicant must do the following: • Create a phase • Provide contact details for the project • Provide Survey date range • Indicate Federal 855 requirement and provide the related information. Refer to Figure 1 above for the screen and table above for the field descriptions

Create a Phase

Learning Objective	Step	Action
How to Create and Save a Phase	1	On the Regional Office tab, find the **Phase 1** tab containing the **General Information** and **Correspondence** tabs.

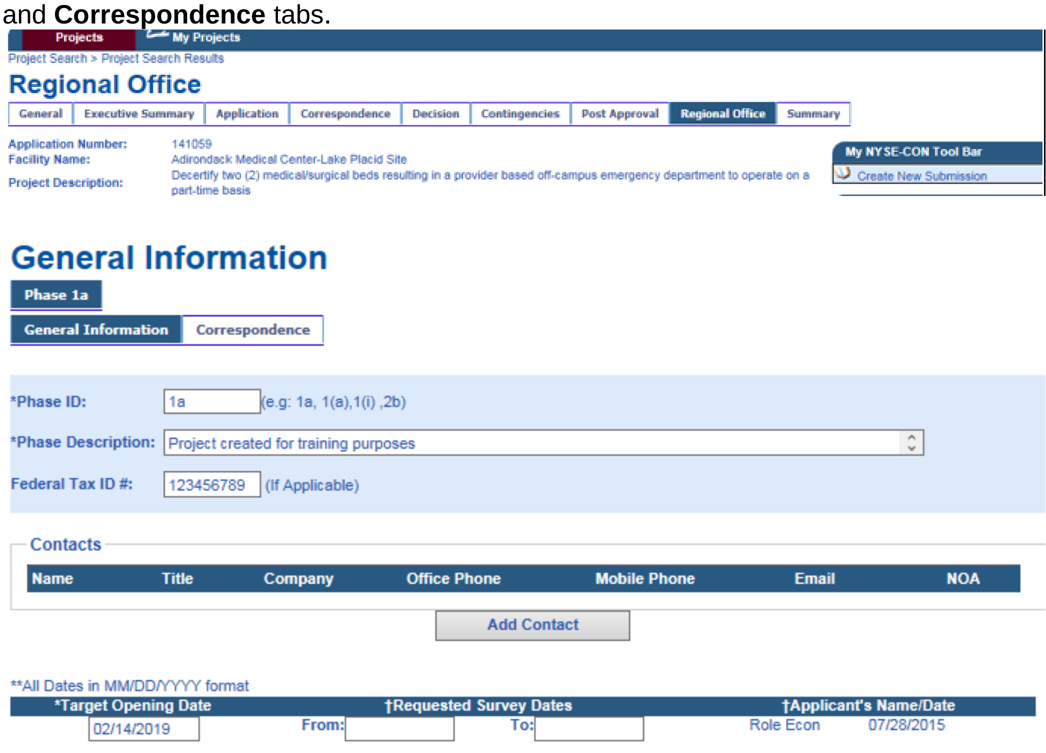
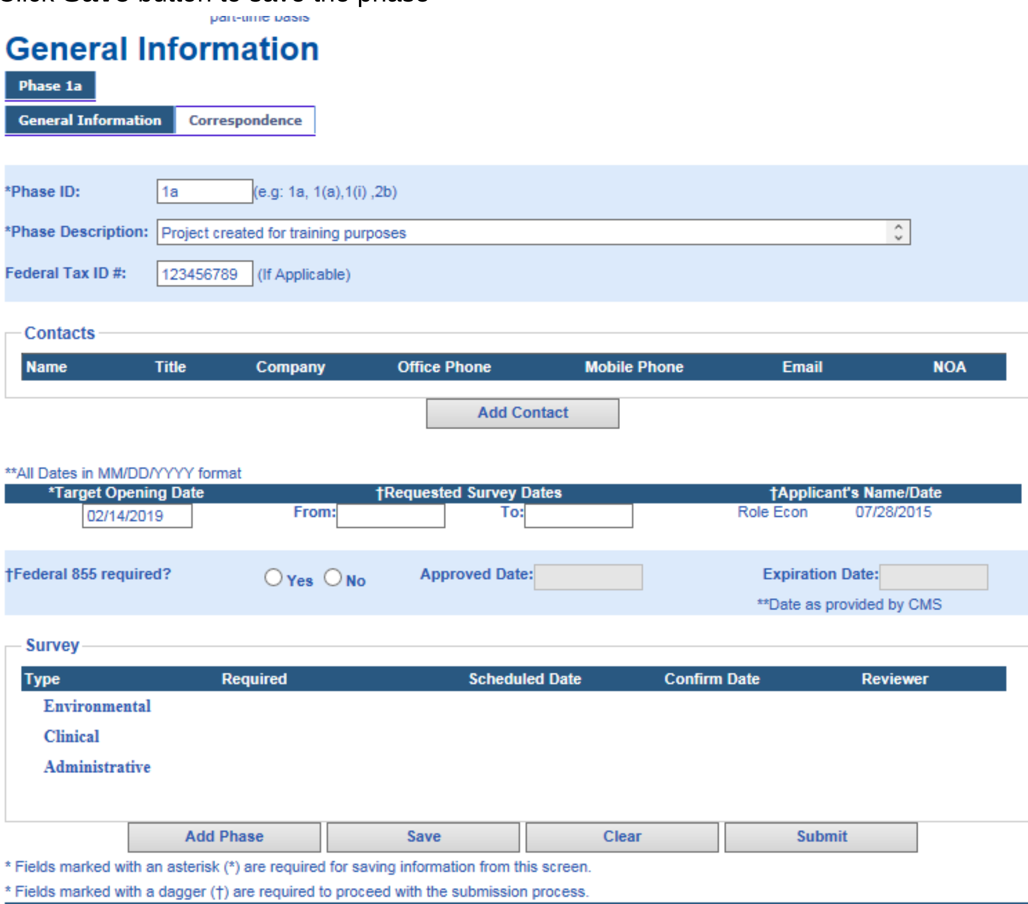
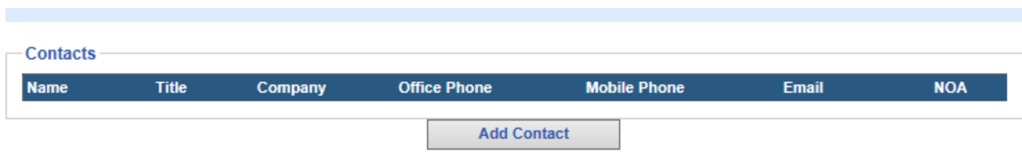
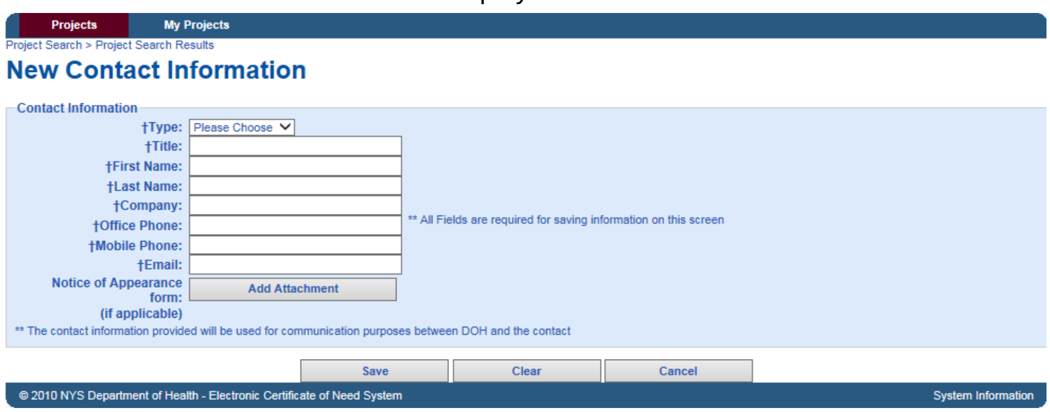


Figure 2: Creating a Phase

	2	1> Edit the **Phase ID**, if desired. 2> Enter the **Phase Description**. 3> Enter the **Federal Tax ID #** (If applicable). 4> Enter the **Target Opening Date.**
	3	Click **Save** button to save the phase  *Figure 3: Saving a Phase* *Alternatively, clicking **Add Contact** button will also save the phase and navigate to the **New Contact Information** screen at the same time. The user can then add the contacts associated with the project. On clicking **Save**, the functionality to **Add Phase** will be activated. <u>Conditions that apply</u>: The Phase Description, and Target Opening Dates are mandatory fields and must be completed in order to create a phase and save it. Once a phase has been created, the user can save the information without submitting it.
	4	To clear any unsaved data Click **Clear** Note: If information has been 'Saved' then the entered data can be cleared by placing the cursor in the field and clearing the information using the Backspace/ Delete keys from the keyboard.

Add Contacts Learning Objective	Step	Action
How to Add a contact	**1**	On the Regional Office General Information page, Click the **Add Contact** button  *Figure 4: Add Contact –General Information page*
		New Contact Information screen displays  *Figure 5: New Contact Information*

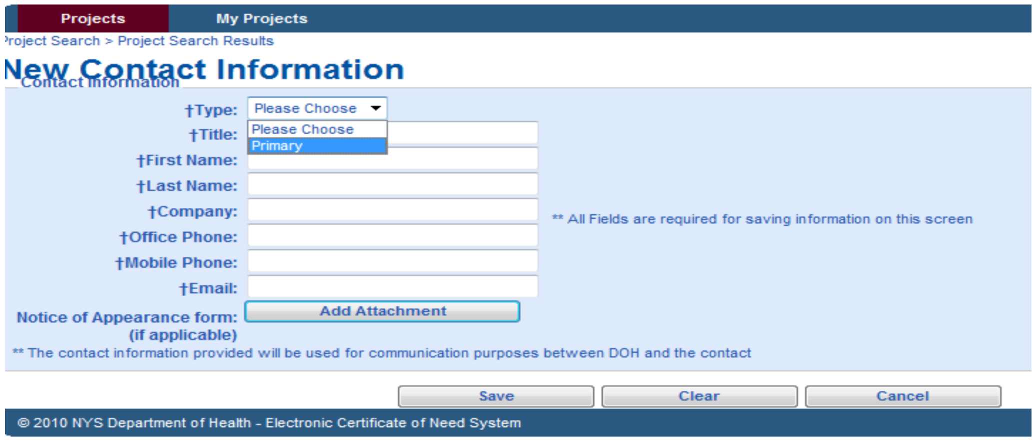
<table>
<tr><td></td><td>2</td><td>On the New Contact Information page, from the contact Type drop down list, select Primary in type.
**When the first contact is being added, the only contact designation option available is ‘Primary’, ‘Additional’ will be available thereafter.


Figure 6: Contact type
<u>Conditions that Apply</u>:
• There must be at least one contact designated as ‘Primary’.</td></tr>
<tr><td></td><td>3</td><td>Enter First Name of the contact</td></tr>
<tr><td></td><td>4</td><td>Enter Last Name of the contact</td></tr>
<tr><td></td><td>5</td><td>Enter Company name</td></tr>
<tr><td></td><td>6</td><td>Enter Office Phone number
* Entered phone numbers must be a valid 10-digit phone number format: (###) ###-####.</td></tr>
<tr><td></td><td>7</td><td>Enter Mobile Phone number (*As above)
*If the contact does not have a mobile number- one can enter the same number as “Office Phone” or any digit repeated 10 times on any sequential numbers entry e.g.: 222-222-2222 the reviewer will know that the mobile number a random entry.</td></tr>
<tr><td></td><td>8</td><td>Enter E-mail address</td></tr>
<tr><td></td><td>9</td><td>If a Notice of Appearance is to be provided for a contact refer to Attach notice of Appearance [NOA] for contact section 2.1 below</td></tr>
<tr><td></td><td>10</td><td>Click Save.
The General information page is displayed.   The new contact information will be displayed in the contact table.


Figure 7 Contacts have been added</td></tr>
</table>

Attach Notice of Appearance (NOA) for contacts

<table>
<tr><th>Learning Objective</th><th>Step</th><th>Action</th></tr>
<tr><td rowspan="3">Attach NOA for a contact</td><td>1</td><td>

On the New Contact Information page, click **Add Attachment**

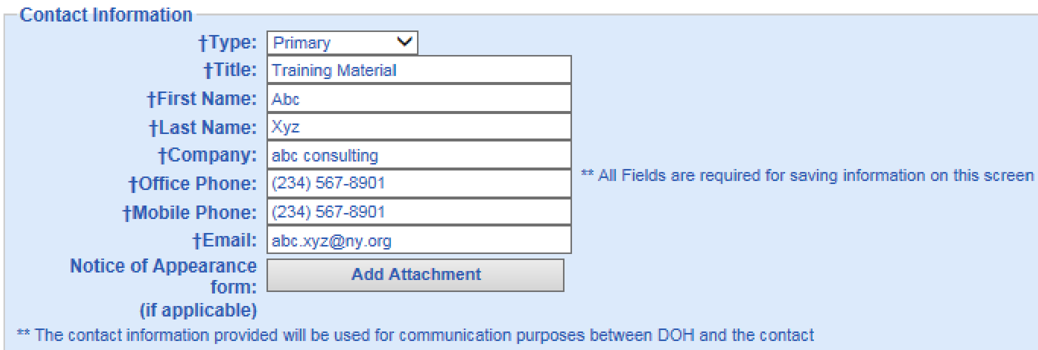


Figure 8: Add NOA Attachment

</td></tr>
<tr><td>2</td><td>

On the Add NOA Attachments page, select **Browse**

Figure 9: Add NOA Attachment

</td></tr>
<tr><td>3</td><td>

Choose the attachment from the local workstation.
Click **Open**

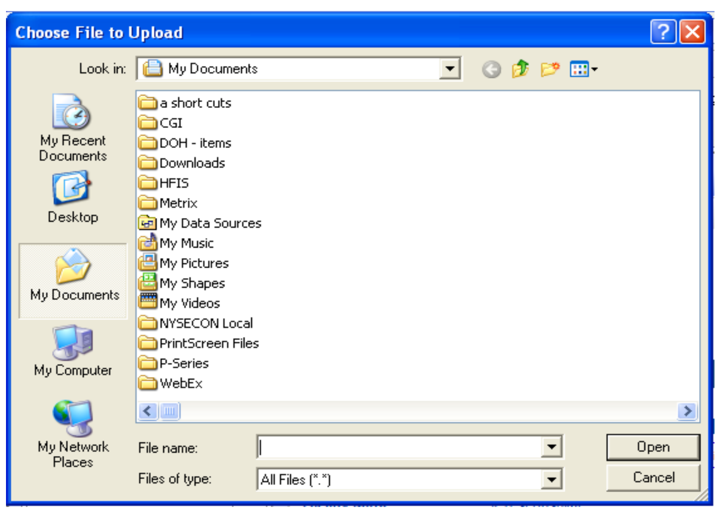


Figure 10: Browse for document

</td></tr>
</table>

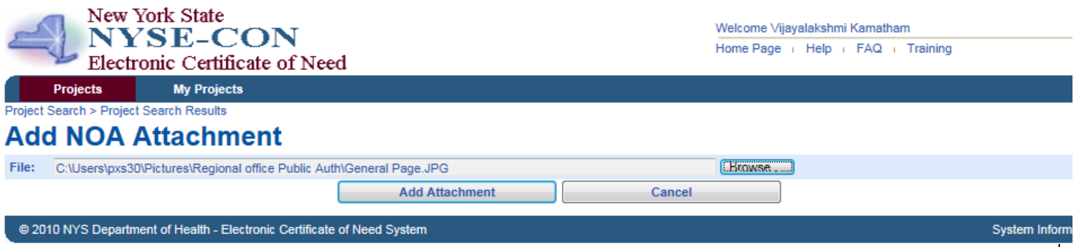
<table>
<tr><td></td><td>4</td><td>Click Add Attachment


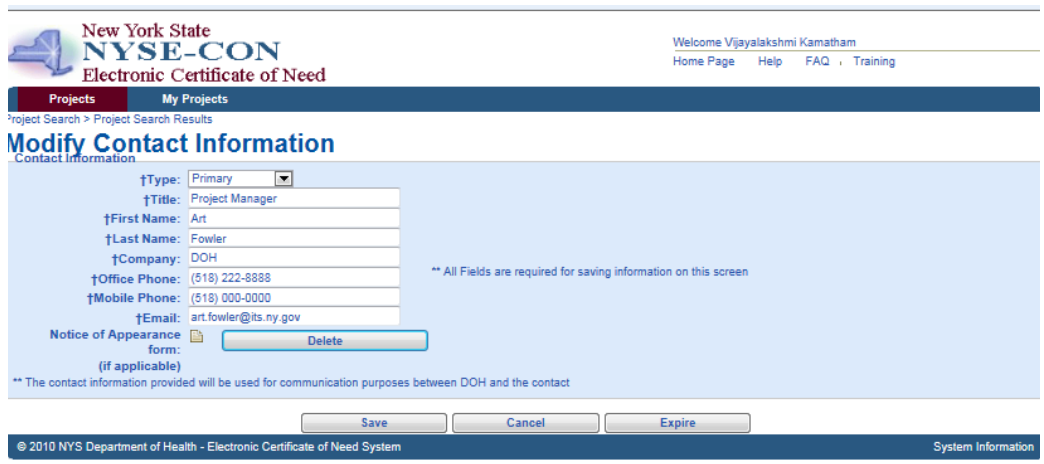
Figure 11: Attachment path is reflected in the File</td></tr>
<tr><td></td><td>5</td><td>The New Contact Information screen is displayed
Note: The attachment has been added and the Add Attachment button changes to Delete button.


Figure 12: Attachment Added and 'Delete' button visible.</td></tr>
</table>

Modify contact information

<table>
<tr><th>Learning Objective</th><th>Step</th><th>Action</th></tr>
<tr><td>How to Modify a Contact</td><td>1</td><td>On the General Information page, click the Name link of the contact to be modified.


Figure 13: Name link in contact table on General Information page</td></tr>
</table>

Learning Objective	Step	Action
	2	The **Modify Contact Information** page will display. The information previously entered is enabled for modifying.

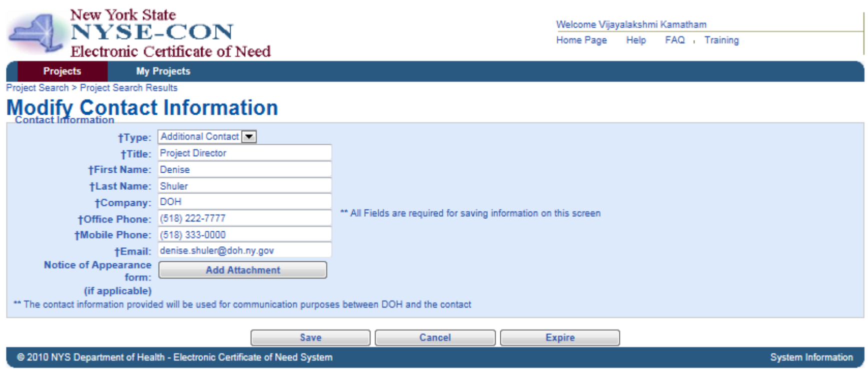
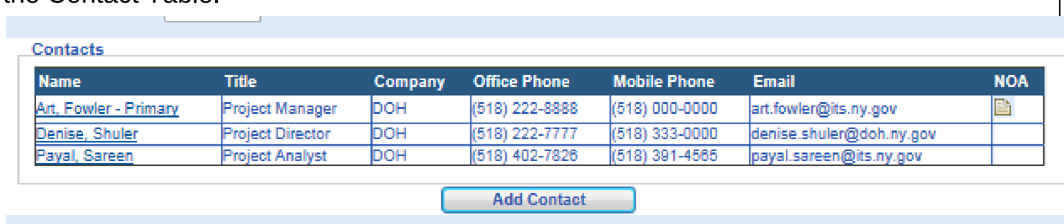


Figure 14: Modify Contact Information

Learning Objective	Step	Action
	3	Enter information in the textboxes that require modification.
	4	The **Delete or Backspace** buttons may be used to clear the previously entered information
	5	Enter the new information
	6	Click **Save** button on the screen. “General information” is now displayed with updates to the Contact Table.



Contacts

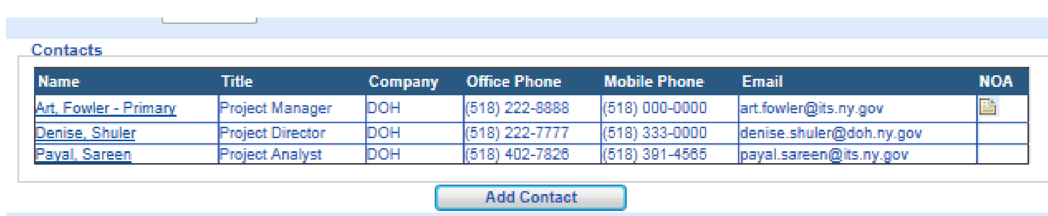
Name	Title	Company	Office Phone	Mobile Phone	Email	NOA
Art, Fowler - Primary	Project Manager	DOH	(518) 222-8888	(518) 000-0000	art.fowler@its.ny.gov	
Denise, Shuler	Project Director	DOH	(518) 222-7777	(518) 333-0000	denise.shuler@doh.ny.gov	
Payal, Sareen	Project Analyst	DOH	(518) 402-7826	(518) 391-4565	payal.sareen@its.ny.gov	

Add Contact

Figure 15: Modified Contact Information

Change Primary contact

Learning Objective	Step	Action
How to Change the Primary Contact	1	On the **General Information** page, click the **Name** link of the contact, to be assigned as **Primary**.



Contacts

Name	Title	Company	Office Phone	Mobile Phone	Email	NOA
Art, Fowler - Primary	Project Manager	DOH	(518) 222-8888	(518) 000-0000	art.fowler@its.ny.gov	
Denise, Shuler	Project Director	DOH	(518) 222-7777	(518) 333-0000	denise.shuler@doh.ny.gov	
Payal, Sareen	Project Analyst	DOH	(518) 402-7826	(518) 391-4565	payal.sareen@its.ny.gov	

Add Contact

Figure 16: Name link in contact table on General Information page

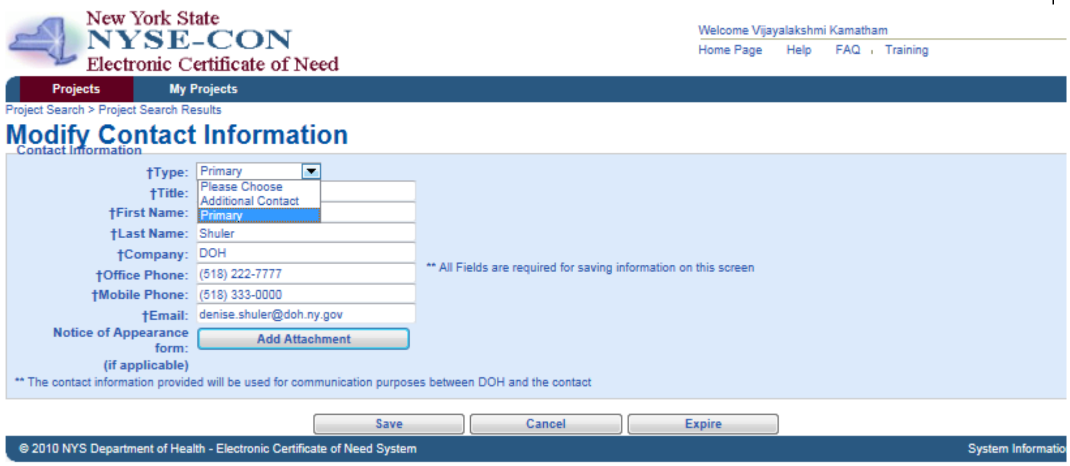
<table>
<tr><td></td><td>2</td><td>Select Primary from the contact Type drop down list


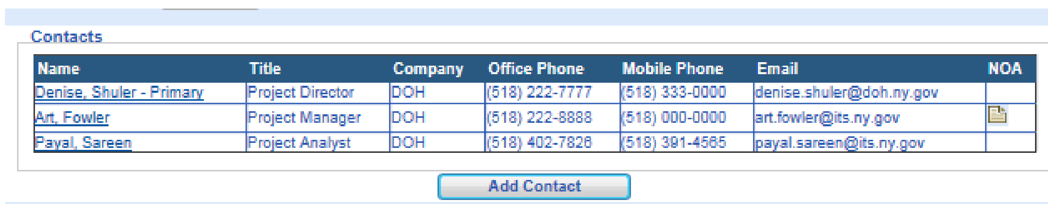
Figure 17: Select Primary in ‘Type’</td></tr>
<tr><td></td><td>3</td><td>Click Save


Figure 18: Type Changed: Changes reflected in contact table</td></tr>
</table>

Note: The Contact previously set to Primary will be assigned ‘Additional’ by the system. Contact which has the ‘Type’ set to ‘Primary’ cannot be changed to ‘Additional’ unless another contact has been designated as “Primary” using the process above.

Expire a Contact

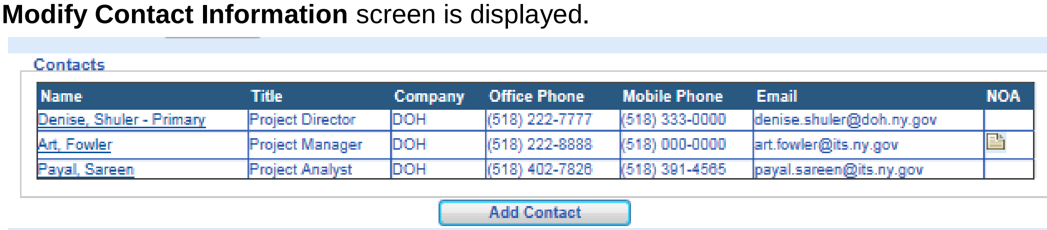
<table>
<tr><th>Learning Objective</th><th>Step</th><th>Action</th></tr>
<tr><td>How to Expire a Contact</td><td>1</td><td>On the General Information page, click the Name link for the contact to expire. Modify Contact Information screen is displayed.


Figure 19: ‘Name hyperlink - Expire the contact</td></tr>
</table>

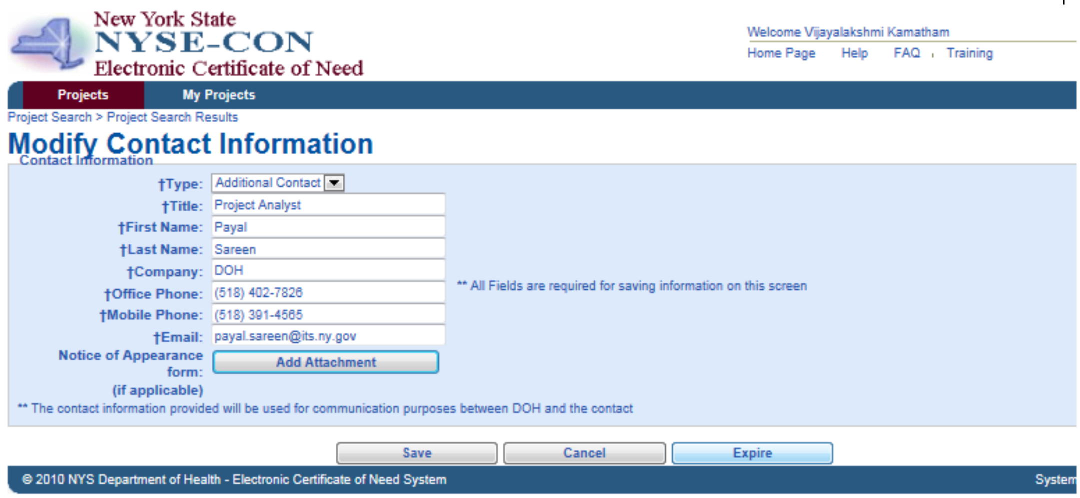
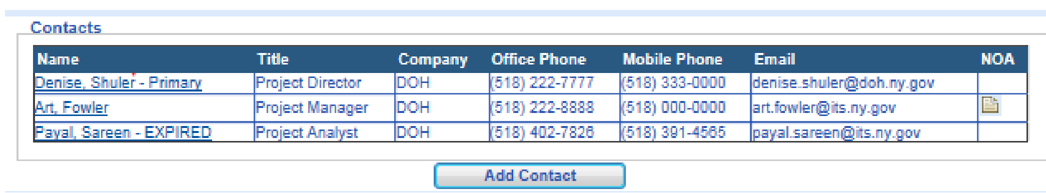
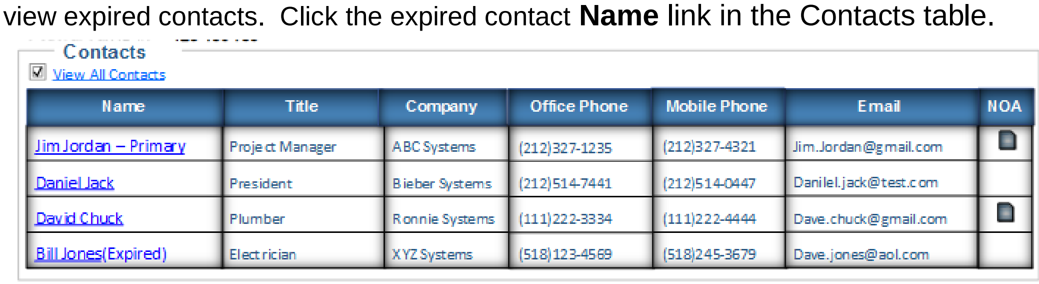
<table>
<tr><td></td><td>2</td><td>Click Expire button on the lower right


Figure 20: Contact Table- Contact Expired</td></tr>
<tr><td></td><td>3</td><td>The General information page will display with the contact marked as Expired in the Name field in the Contact Table.

Contacts
<table>
<tr><th>Name</th><th>Title</th><th>Company</th><th>Office Phone</th><th>Mobile Phone</th><th>Email</th><th>NOA</th></tr>
<tr><td>Denise, Shuler - Primary</td><td>Project Director</td><td>DOH</td><td>(518) 222-7777</td><td>(518) 333-0000</td><td>denise.shuler@doh.ny.gov</td><td></td></tr>
<tr><td>Art, Fowler</td><td>Project Manager</td><td>DOH</td><td>(518) 222-8888</td><td>(518) 000-0000</td><td>art.fowler@its.ny.gov</td><td></td></tr>
<tr><td>Payal, Sareen - EXPIRED</td><td>Project Analyst</td><td>DOH</td><td>(518) 402-7826</td><td>(518) 391-4565</td><td>payal.sareen@its.ny.gov</td><td></td></tr>
</table>
Add Contact
Figure 21: Contact Table- Contact Expired</td></tr>
</table>

Note: A 'Primary' contact cannot be 'Expired' until another contact has been designated as 'Primary'.

Reactivate a Contact

<table>
<tr><th>Learning Objective</th><th>Step</th><th>Action</th></tr>
<tr><td>How to Reactivate an Expired Contact</td><td>1</td><td>On the General Information page, click the checkbox to expand the contacts table to view expired contacts. Click the expired contact Name link in the Contacts table.

Contacts
View All Contacts
<table>
<tr><th>Name</th><th>Title</th><th>Company</th><th>Office Phone</th><th>Mobile Phone</th><th>Email</th><th>NOA</th></tr>
<tr><td>Jim Jordan – Primary</td><td>Project Manager</td><td>ABC Systems</td><td>(212)327-1235</td><td>(212)327-4321</td><td>Jim.Jordan@gmail.com</td><td></td></tr>
<tr><td>Daniel Jack</td><td>President</td><td>Bieber Systems</td><td>(212)514-7441</td><td>(212)514-0447</td><td>Danilel.jack@test.com</td><td></td></tr>
<tr><td>David Chuck</td><td>Plumber</td><td>Ronnie Systems</td><td>(111)222-3334</td><td>(111)222-4444</td><td>Dave.chuck@gmail.com</td><td></td></tr>
<tr><td>Bill Jones(Expired)</td><td>Electrician</td><td>XYZ Systems</td><td>(518)123-4569</td><td>(518)245-3679</td><td>Dave.jones@aol.com</td><td></td></tr>
</table>
Figure 22: Click name marked 'Expire'</td></tr>
</table>

<table>
<tr><td></td><td>2</td><td>The Reactivate Contact Information screen gets displayed
Click the Reactivate button

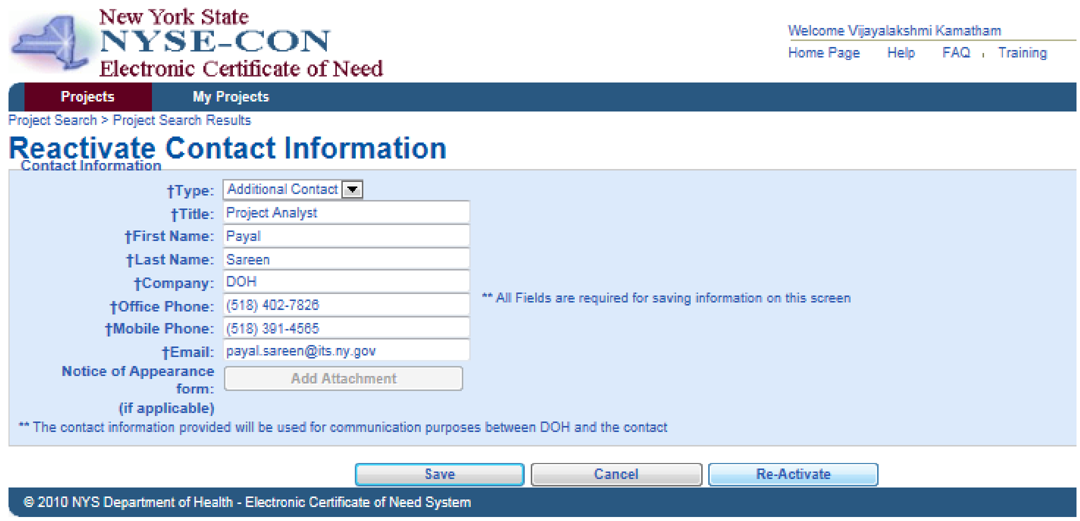


Figure 23: Reactivate contact information screen</td></tr>
<tr><td></td><td>3</td><td>If any information has to be updated, follow steps in section 2.2 to modify the contact.</td></tr>
<tr><td></td><td>4</td><td>Click Save

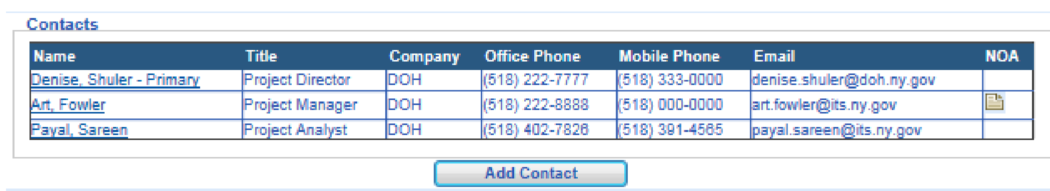


Figure 24: Reactivated contact: Expire marking removed
Note:
In the contact table, the ‘Expired’ marking against the name of the contact will get removed and the Contact Table will show the updated information</td></tr>
</table>

Submit a Request to Regional Office

Learning Objective	Step	Action
How to Submit a Request to the Regional Office	**1**	On the General Information Page, Refer figure 1- perform the Steps mentioned in section 1 to Create a Phase
	2	Follow the steps in section 2 to Add Contacts To attach NOA for a contact, refer section 2.1

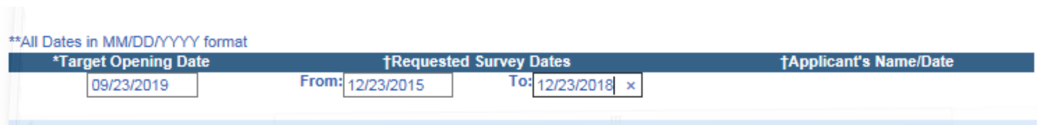
<table>
<tr><td></td><td>3</td><td>Enter a date range to be considered for the survey with dates prior to the target open date. The system accepts dates in MMDDYYYY, MM/DD/YYYY or MM/DD/YY formats.
Enter date in the From textbox.
Enter date in the To textbox.


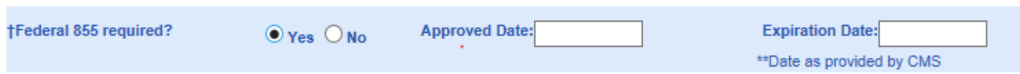
Figure 25: Requested Survey Dates</td></tr>
<tr><td></td><td>4</td><td>Select if the Federal 855 is required for the project (Radio button: Yes / No).


Figure 26: Federal 855 Information</td></tr>
<tr><td></td><td>5</td><td>Enter the Approval Date for Federal 855, if Yes is selected and date is known
*This is not a mandatory field</td></tr>
<tr><td></td><td>6</td><td>Enter the Expiration Date for Federal 855 as provided by CMS, if Yes is selected and date is known
*This is not a mandatory field, yet if the Approval date has been provided the submission will not be accepted without the expiration date.</td></tr>
</table>

	7	Click **Submit**.

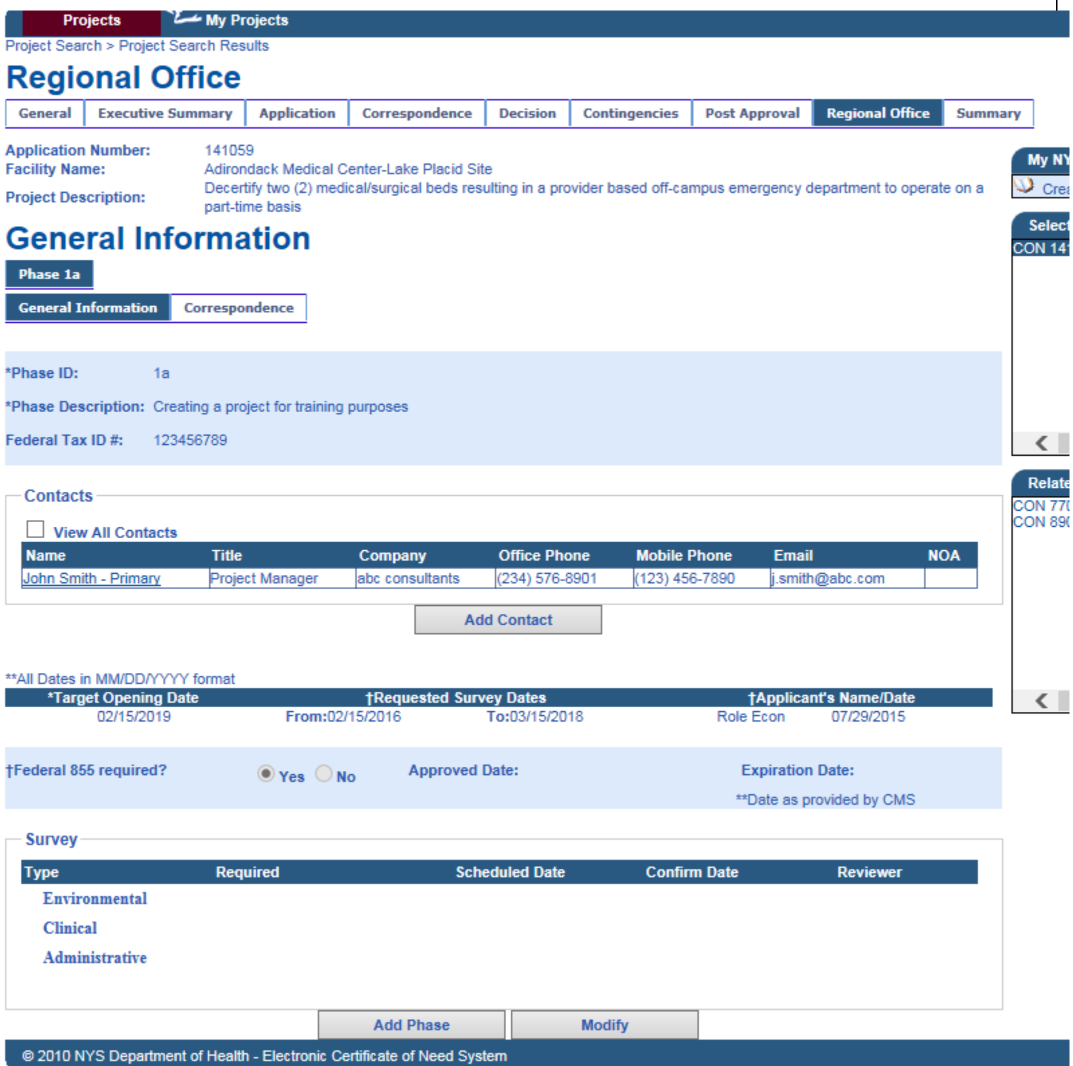


Figure 27: Screen after submission

Modify the general information after submitting the request to RO.

Modify Target opening date

Learning Objective	Step	Action
To modify the target	1	After the request for review has been submitted, the **Modify** button is displayed on the General Information page (Refer to figure 27).

opening date on the general information page

2

Click **Modify**

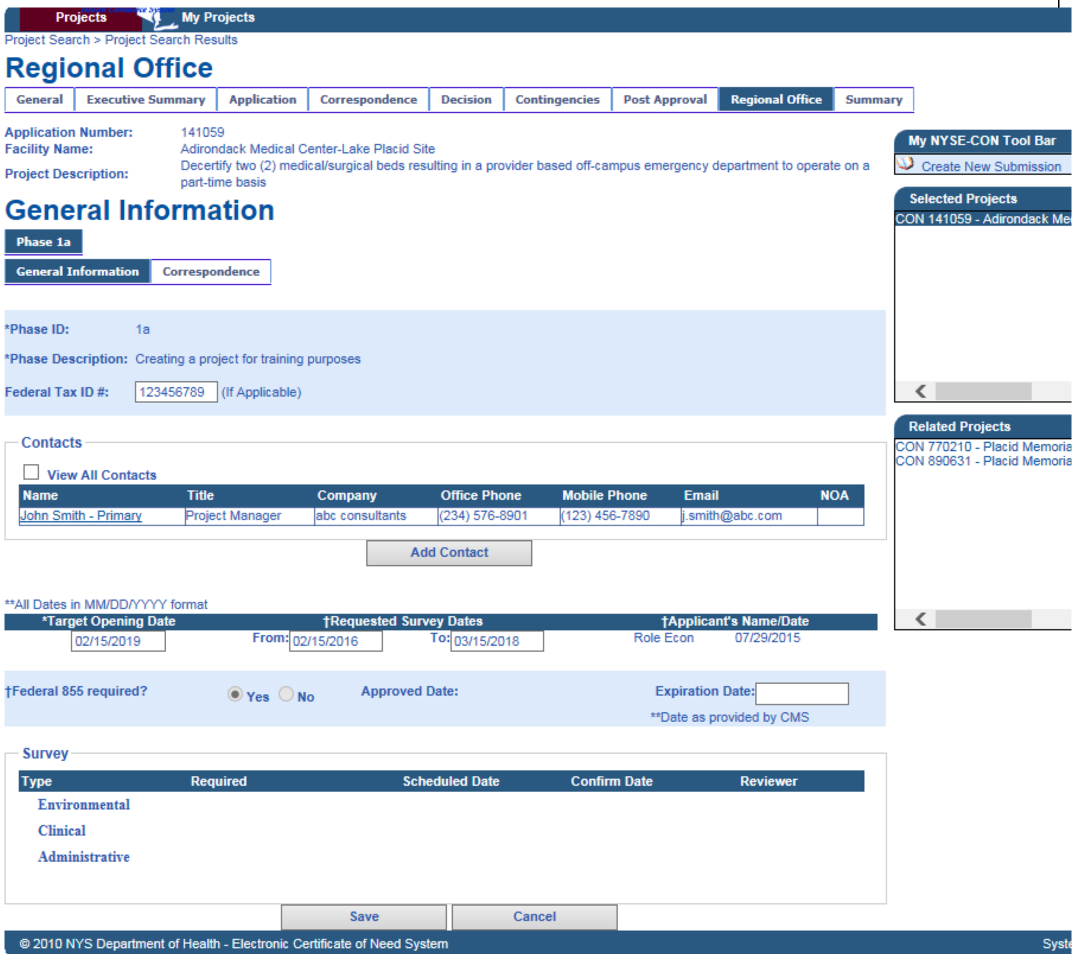


Figure 28: Screen to Modify

3

Enter the new **Target opening date** in the Target Opening Date textbox.

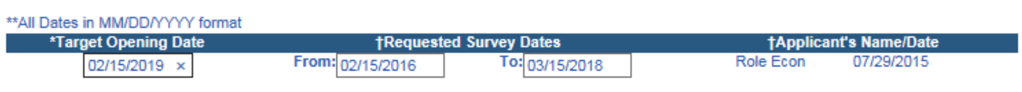


Figure 29: Select cell to modify Target opening date

4

Click **Save**

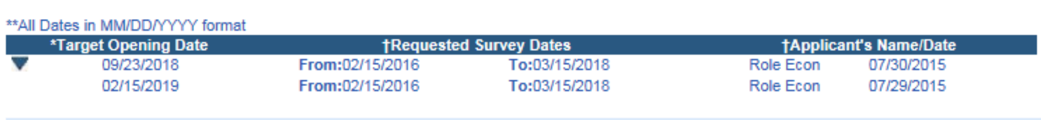


Figure 30: Save new date

On saving, the toggle appears next to the row. Clicking the toggle will show previous survey and confirmation dates.

Modify Requested Survey Date range

<table>
<tr><th>Learning Objective</th><th>Step</th><th>Action</th></tr>
<tr><td rowspan="4">To modify the requested survey date range on the general information page</td><td>1</td><td>Click Modify on the General information page
Refer figure 27,28</td></tr>
<tr><td>2</td><td>Enter the new date in the Requested Survey Date To: textbox.

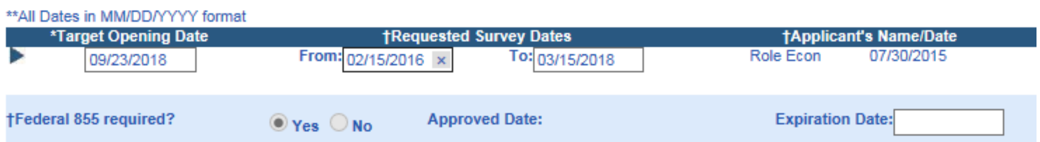


Figure 31: Select cell to modify survey date range</td></tr>
<tr><td>3</td><td>Enter the new date in the Requested Survey Date From: textbox.

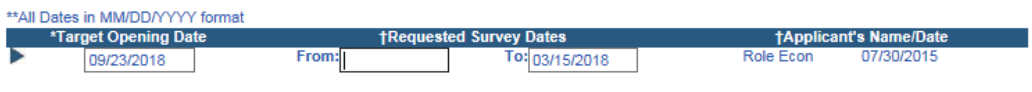


Figure 32: Clear cell to enter new data</td></tr>
<tr><td>4</td><td>Click Save.
* On saving the toggle appears next to the row. Clicking the toggle expands to show the history of date changes.

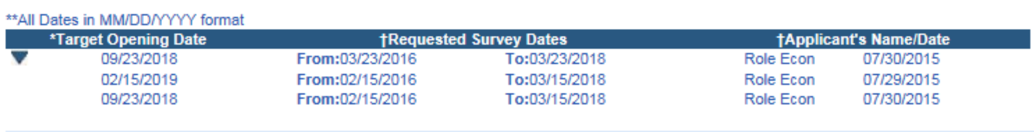


Figure 33: Save new survey dates</td></tr>
</table>

Modify Federal 855 expiration date

<table>
<tr><th>Learning Objective</th><th>Step</th><th>Action</th></tr>
<tr><td rowspan="2">To modify the Federal 855 Expiration date on the general information page</td><td>1</td><td>Click Modify on the General Information Page
Refer figure 27,28</td></tr>
<tr><td>2</td><td>Enter the new date in the Expiration Date textbox.

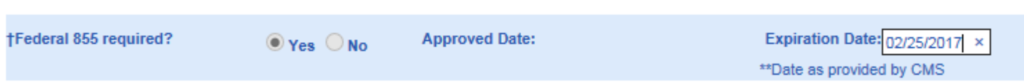
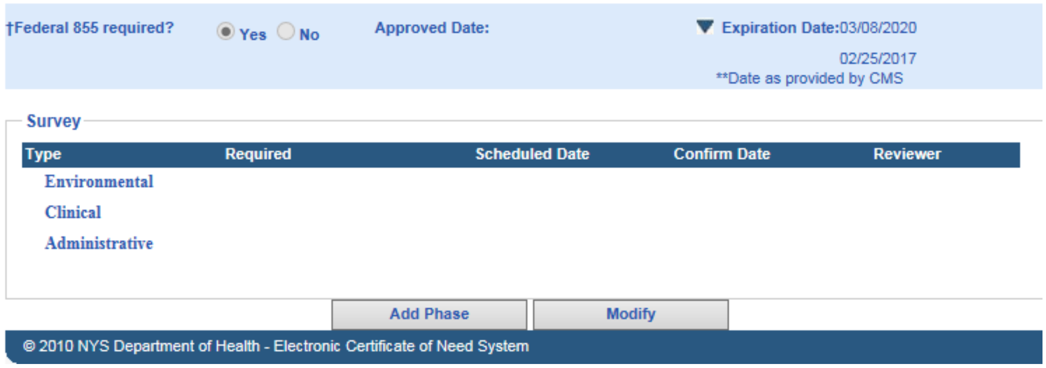
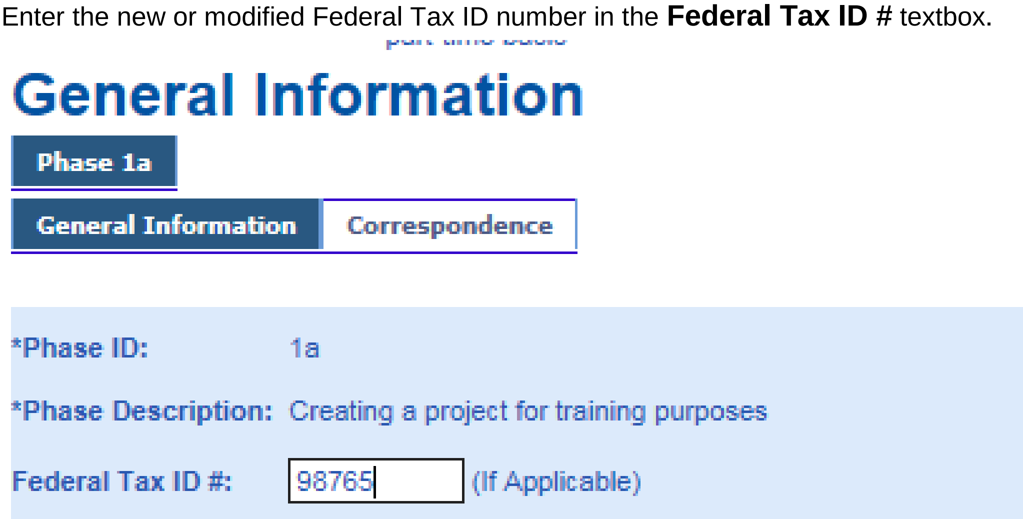


Figure 34: On clicking Modify Fed 855 expiration date allows editing</td></tr>
</table>

	3	Click **Save.** * *On saving the toggle appears next to the row. Clicking the toggle expands to show the history of date changes.*  *Figure 35: Date as entered saved. History accessible by toggle.*

Modify Federal Tax ID

Learning Objective	Step	Action
To modify the Federal Tax ID# on the general information page	**1**	*Refer fig 27, 28.* Click **Modify.**
	2	Enter the new or modified Federal Tax ID number in the **Federal Tax ID #** textbox.  *Figure 36: Clearing the earlier entry*

Click **Save**

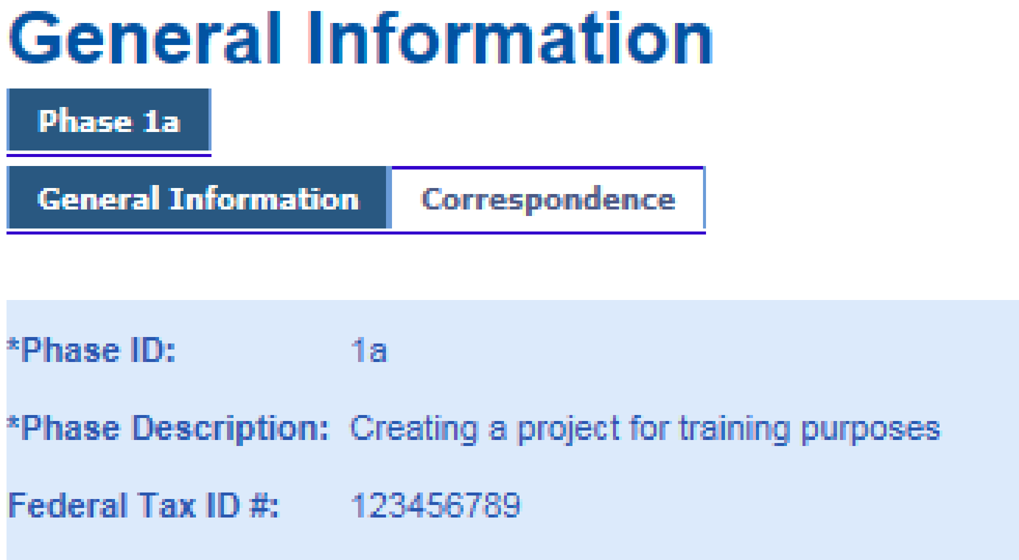
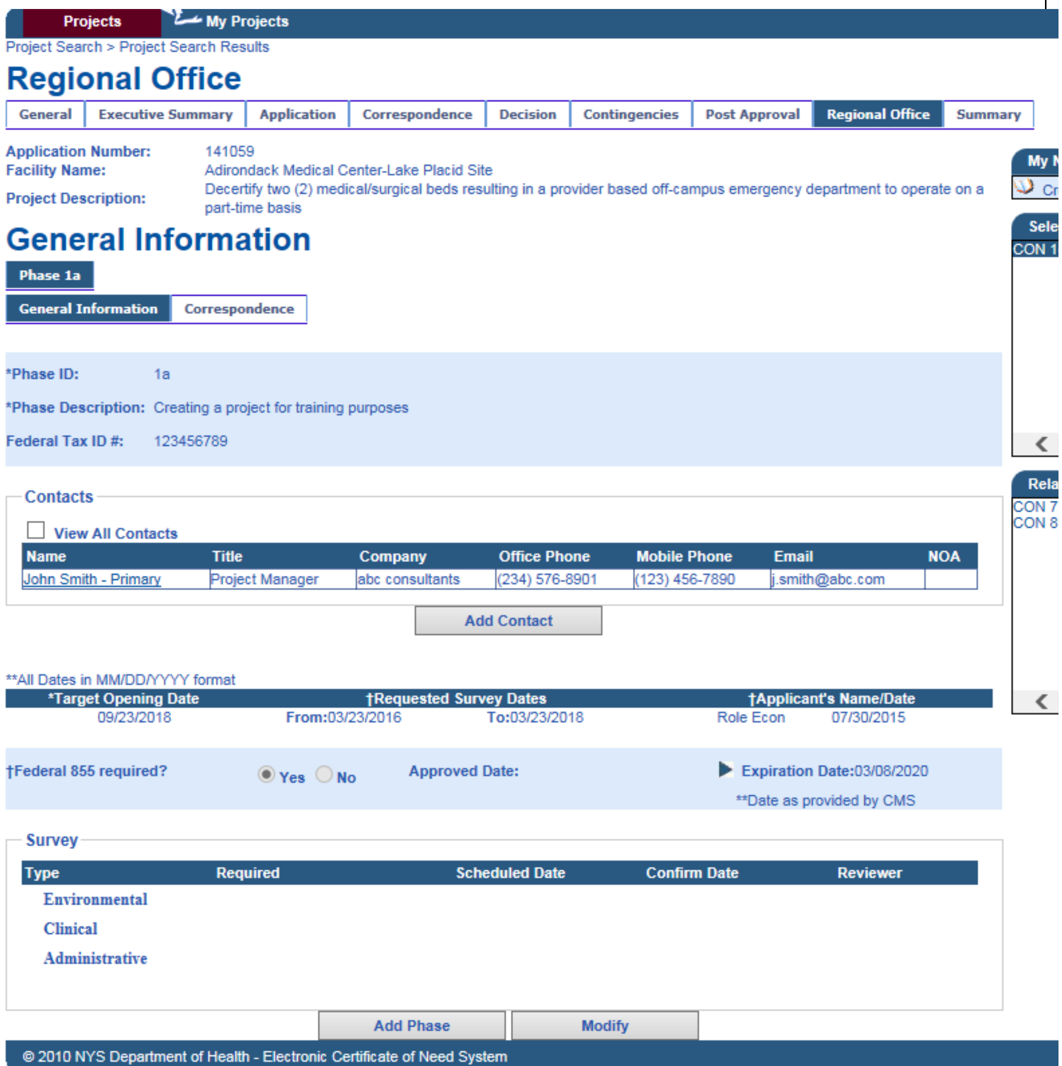


Figure 37: Federal Tax ID # as modified

Note:

The system does not record the history of changes for this field.

Add, Cancel, Delete a new phase

Add new phase	**1**	Once a phase has been saved, another phase can be created. To create another phase: Click **Add Phase.** ***** Note: Add Phase button shows up on the first Phase, General Information page only.  *Figure 38: Adding new phase*

2

Enter or modify the phase ID if changing from default.

Enter the Phase description (required).

*Note: The following information remains constant for all phases of a project:

Phase ID: Can be altered as per the specific phase numbering conventions followed by the application, but defaults to the next sequential number

Federal Tax ID #- Any change made to this number will be reflected across phases.

Contacts: Any changes made on the contacts table will be reflected in the earlier created phase(s).

Federal 855 information- This can be changed. The entry in the earlier phase(s) will also get updated.

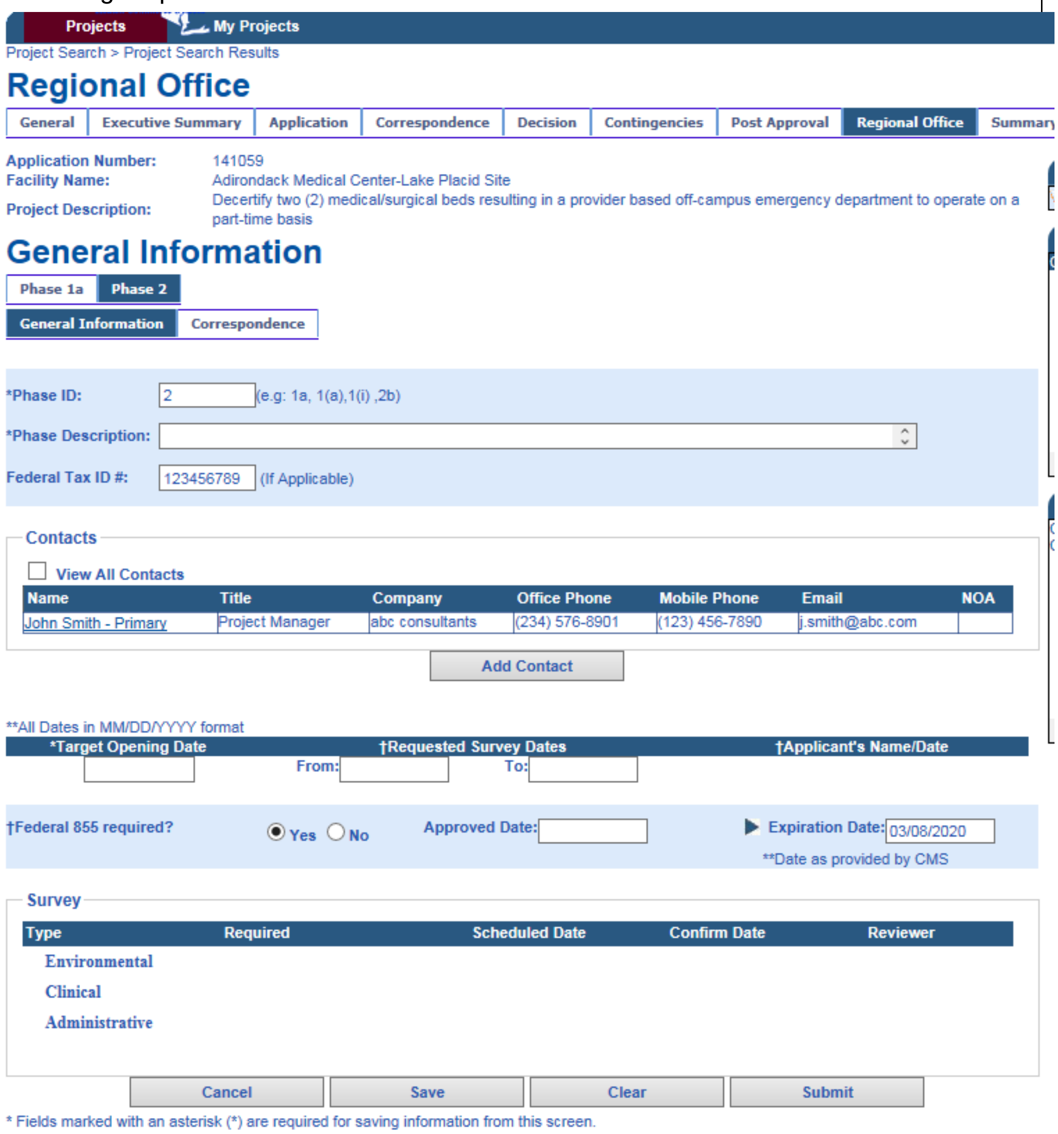


Figure 39: New phase –General Information screen

3

Click **Save**.

To Cancel the creation of phase, click **Cancel**
*Note: The creating a new phase can be cancelled only before the phase is saved.

4

To delete a phase: Click **Delete.**
*Note: The Delete button displays only after the phase has been Saved.
A phase cannot be deleted after Submission

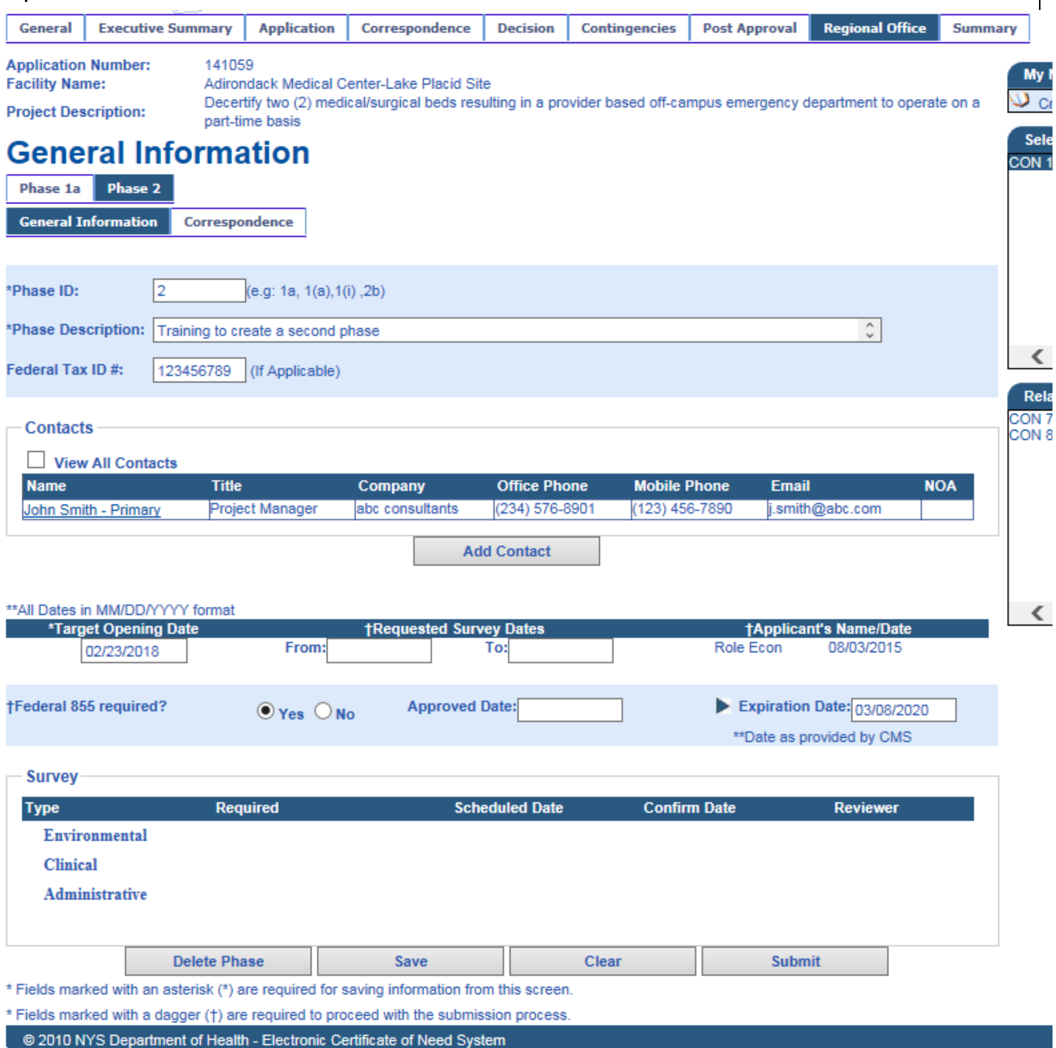


Figure 40: New phase –General Information screen- Delete Phase

Uploading, Deleting, Saving and Submitting Checklist Documents

<table>
<tr><th>Learning Objective</th><th>Step</th><th>Action</th></tr>
<tr><td rowspan="2">How to upload a checklist document</td><td>1</td><td>

On the **Regional Office tab**, select the **Checklist Tab** to view the list of documents needed for the survey.

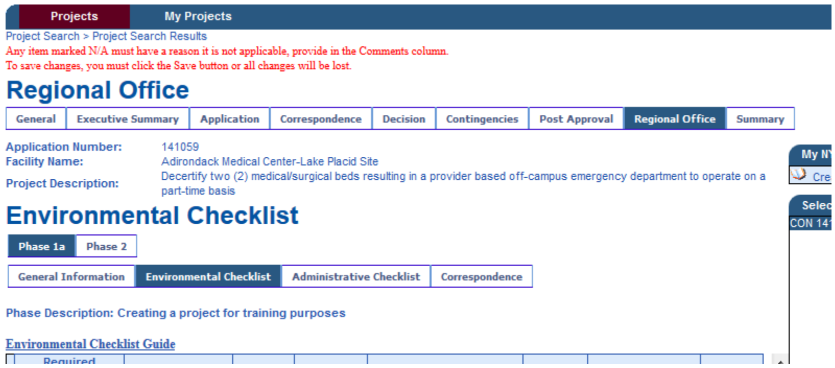


Figure 41: Selecting the Environmental Checklist Tab

</td></tr>
<tr><td>2</td><td>

On the checklist tab, the checklist items are listed in the table format.

*Note: The hyperlink to the Environmental checklist guide is located above the table on the Environmental checklist page. Clicking the hyperlink opens the description of the checklist items (It is available only for the environmental checklist)

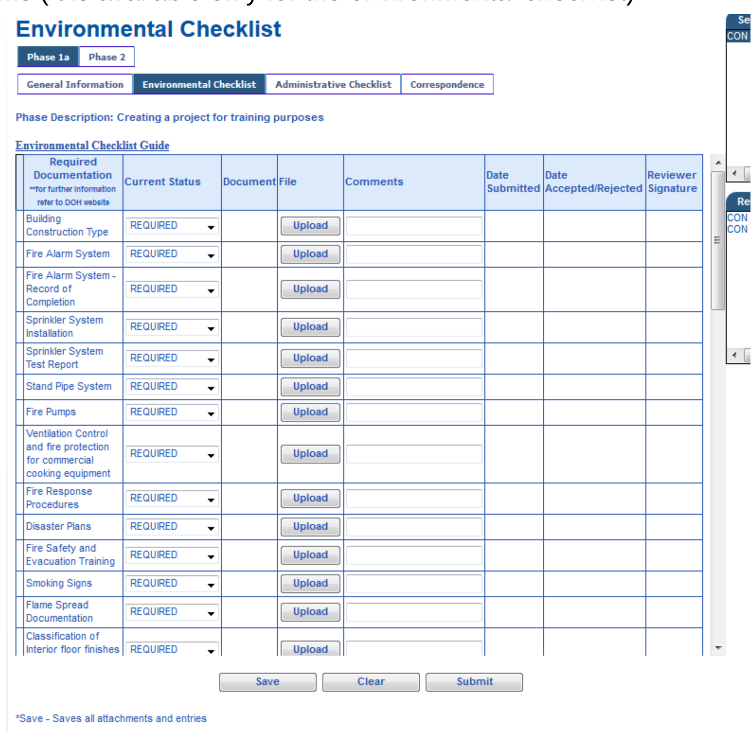


Figure 42: Environmental checklist table on the Environmental checklist page

</td></tr>
</table>

3

Click the Upload Button in the row of the checklist item to be uploaded.

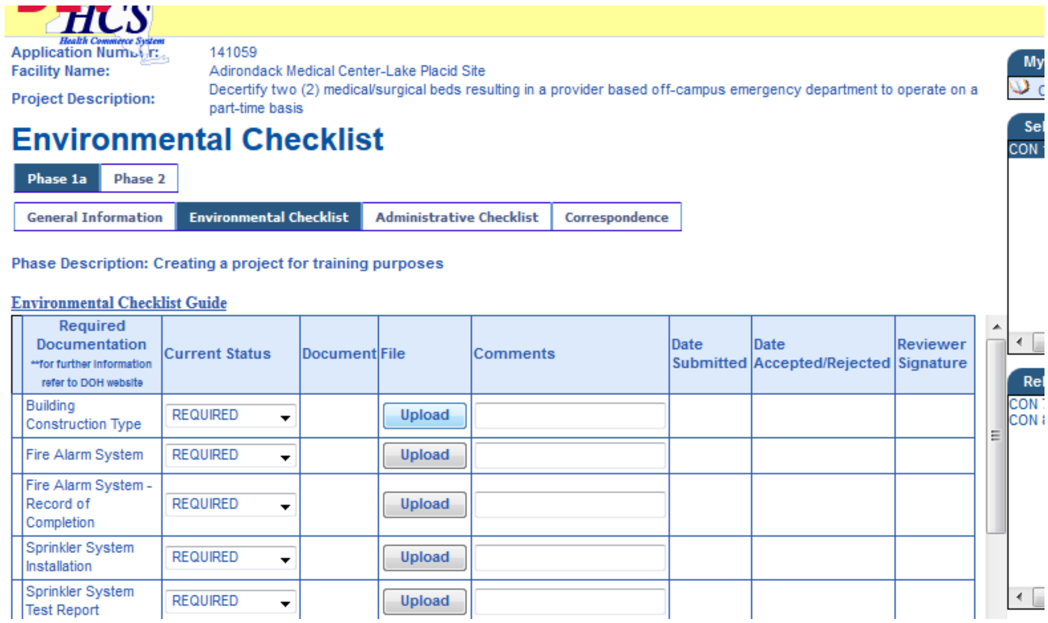


Figure 43: Uploading document for building construction type.

4

Add Checklist Attachment page displays. Click **Browse.**

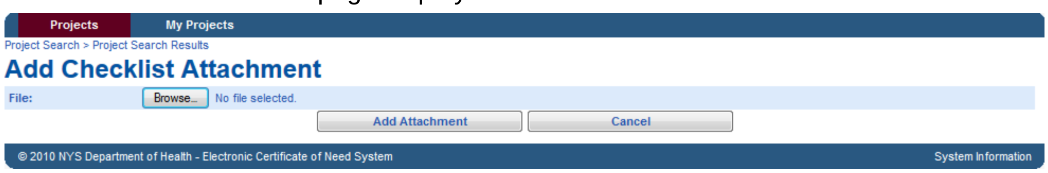


Figure 44: Add Checklist Attachment.

5

The File upload browser displays. Select the file to be uploaded and click **Open**

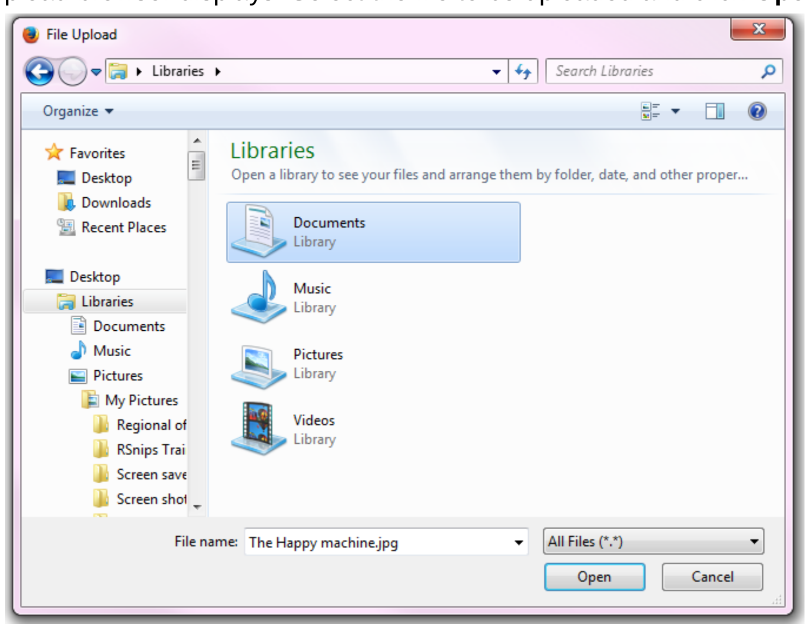


Figure 45: Add Checklist Attachment.

<table>
<tr><td></td><td>6</td><td>

Click **Add Attachment**

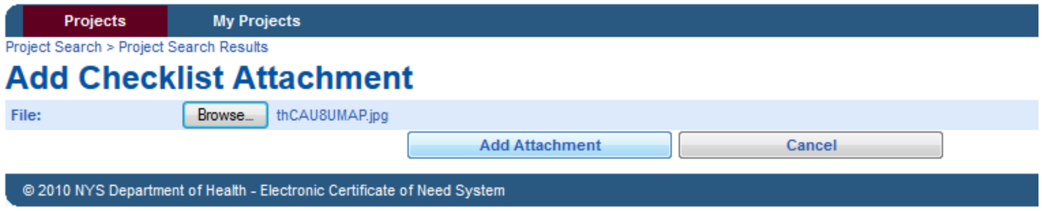


Figure 46: Add Attachment.

</td></tr>
<tr><td></td><td>7</td><td>

The added **attachment** is indicated by the document icon on the table.

*Note: The upload button changes to a **Delete** button to accommodate correction.

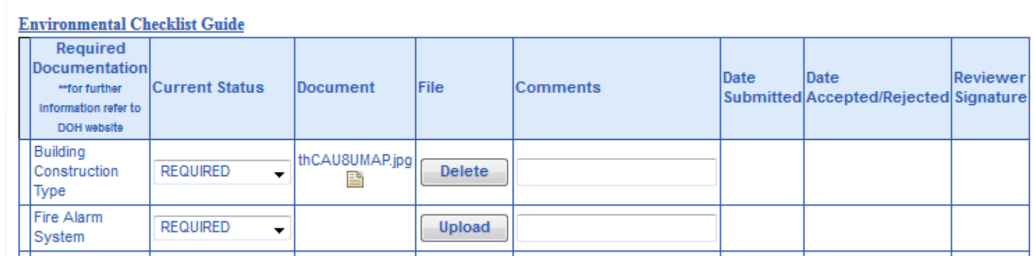


Figure 47: Document uploaded can be deleted before saving

</td></tr>
<tr><td></td><td>8</td><td>

To add any comments about the uploaded document, enter comment in the **Comments** texbox in the corresponding row (Optional).

</td></tr>
</table>

9

Click **Save** to save all work when complete.

*Note: Documents do not need to be saved one at a time. More than one checklist document may be added before saving.

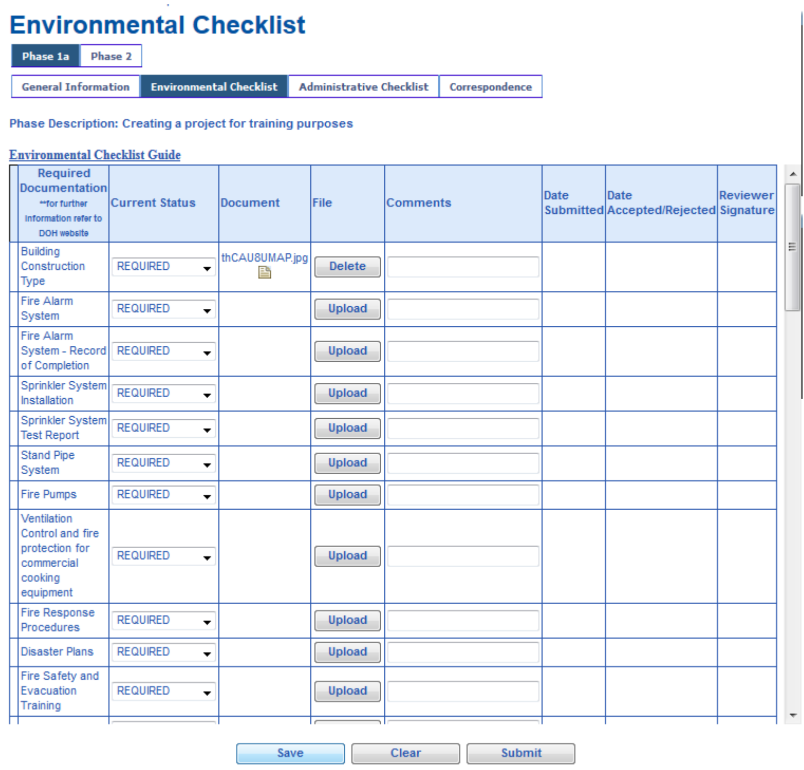


Figure 48: Saving the Uploaded document

10

Repeat the steps listed above to upload any more documents for the checklist.

*Note: If a single checklist item requires multiple files or documents, a toggle will appear next to the checklist item. Clicking the toggle will expand to show multiple documents.

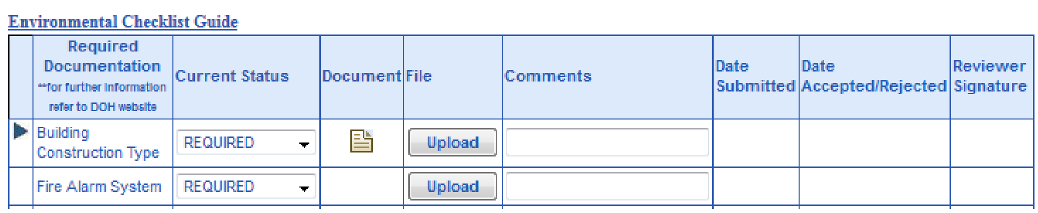


Figure 49: Toggle appearing by the checklist item

<table>
<tr><td></td><td>11</td><td>To submit the uploaded documents: Click Submit.
The submission confirmation screen displays. Click Confirm.

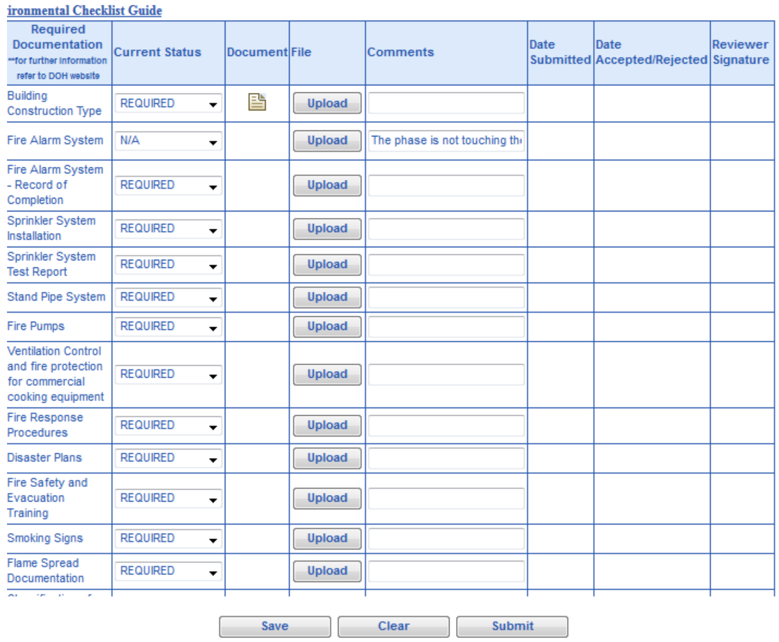

Figure 50: Submission confirmation</td></tr>
</table>

Changing status of a checklist item to N/A

<table>
<tr><th>Learning Objective</th><th>Step</th><th>Action</th></tr>
<tr><td>How to change the Status of the Checklist item from Required to N/A</td><td>1</td><td>On the checklist table, in the status column, the default status for all documents is set as Required.
Select N/A for the status selection list.


Figure 51: Drop down list of Status_ Selecting N/A</td></tr>
</table>

	2	Provide the reason the checklist item is not applicable to the project phase in the **Comments** column. *Note: Providing a comment is required if the status is set to N/A, to submit the checklist.


ironmental Checklist Guide

Required Documentation **for further information refer to DOH website	Current Status	Document	File	Comments	Date Submitted	Date Accepted/Rejected	Reviewer Signature
Building Construction Type	REQUIRED		Upload				
Fire Alarm System	N/A		Upload	The phase is not touching th			
Fire Alarm System - Record of Completion	REQUIRED		Upload				
Sprinkler System Installation	REQUIRED		Upload				
Sprinkler System Test Report	REQUIRED		Upload				
Stand Pipe System	REQUIRED		Upload				
Fire Pumps	REQUIRED		Upload				
Ventilation Control and fire protection for commercial cooking equipment	REQUIRED		Upload				
Fire Response Procedures	REQUIRED		Upload				
Disaster Plans	REQUIRED		Upload				
Fire Safety and Evacuation Training	REQUIRED		Upload				
Smoking Signs	REQUIRED		Upload				
Flame Spread Documentation	REQUIRED		Upload				

Save Clear Submit

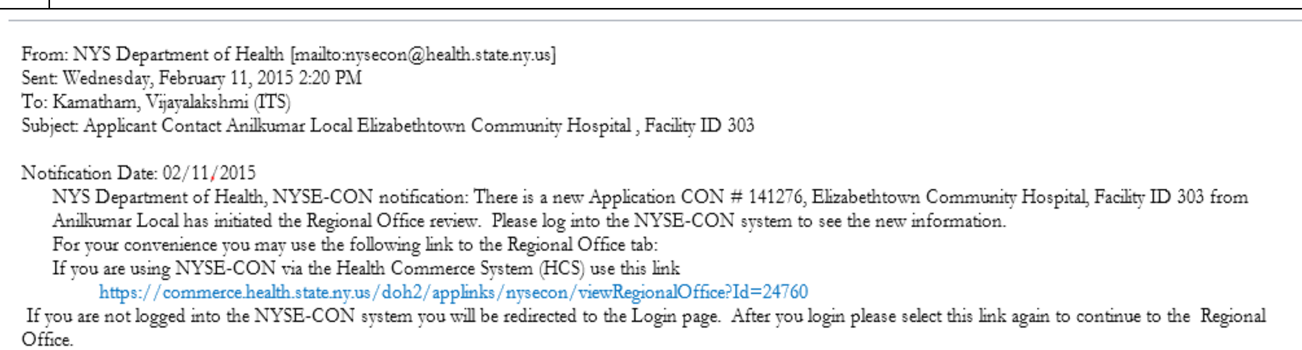
Figure 52: Providing comments for N/A

	3	Click **Save** to save the information provided or **Submit** if the available and required information has been provided.

Notification for Schedule Survey correspondence

When the Reviewer schedules a survey for a regional office review, the following email notification is received. Select the link within the email notification to enter NYSE-CON and be directed to the Correspondence tab on the **Regional Office Tab**. If you are not logged into the system you will be redirected to the Login page. After you log in please select this link again to continue to the regional office information.

	Email Notification Sent
1	Regional office Applicants


From: NYS Department of Health [mailto:nysecon@health.state.ny.us]
Sent: Wednesday, February 11, 2015 2:20 PM
To: Kamatham, Vijayalakshmi (ITS)
Subject: Applicant Contact Anilkumar Local Elizabethtown Community Hospital , Facility ID 303

Notification Date: 02/11/2015
NYS Department of Health, NYSE-CON notification: There is a new Application CON # 141276, Elizabethtown Community Hospital, Facility ID 303 from Anilkumar Local has initiated the Regional Office review. Please log into the NYSE-CON system to see the new information.
For your convenience you may use the following link to the Regional Office tab:
If you are using NYSE-CON via the Health Commerce System (HCS) use this link
https://commerce.health.state.ny.us/doh2/applinks/nysecon/viewRegionalOffice?Id=24760
If you are not logged into the NYSE-CON system you will be redirected to the Login page. After you login please select this link again to continue to the Regional Office.

Figure 53: Sample Notification Email for Schedule Survey correspondence

View Correspondence (survey correspondence, general correspondence, checklist correspondence and phone logs)

<table>
<tr><th>Learning Objective</th><th>Step</th><th>Action</th></tr>
<tr><td rowspan="2">How to view a correspond-ence</td><td>1</td><td>Select the ‘Regional Office’ tab.
Select the Correspondence tab.

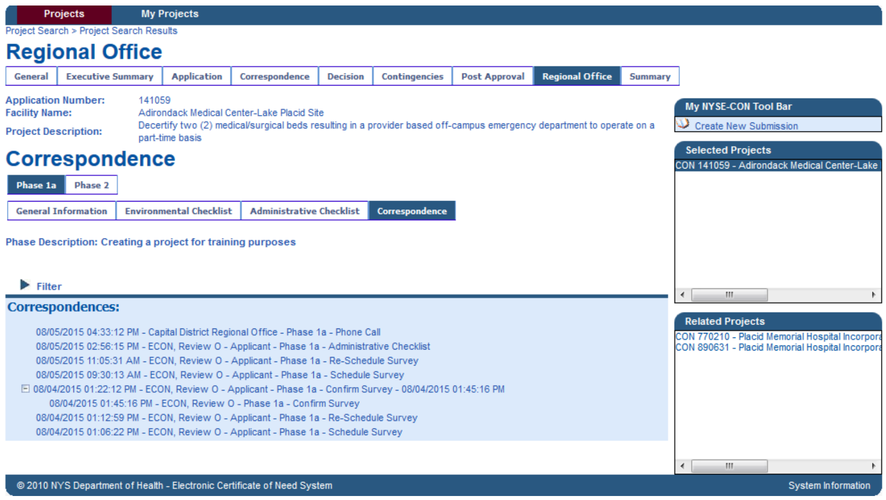


Figure 54: Correspondence Screen</td></tr>
<tr><td>2</td><td>The screen contains the hyperlinks to the correspondence created in chronological order of occurrence.
Click on the hyperlink to access the content of the correspondence.</td></tr>
<tr><td></td><td>3</td><td>The ‘View Survey Correspondence’ is now displayed.

Figure 54: View Survey Correspondence Screen</td></tr>
</table>

Reply to Correspondence (Applies to survey correspondence, checklist correspondence, general correspondence)

<table>
<tr><th>Learning Objective</th><th>Step</th><th>Action</th></tr>
<tr><td>How to reply to correspond-ence</td><td>1</td><td>On the View Correspondence page, click Reply

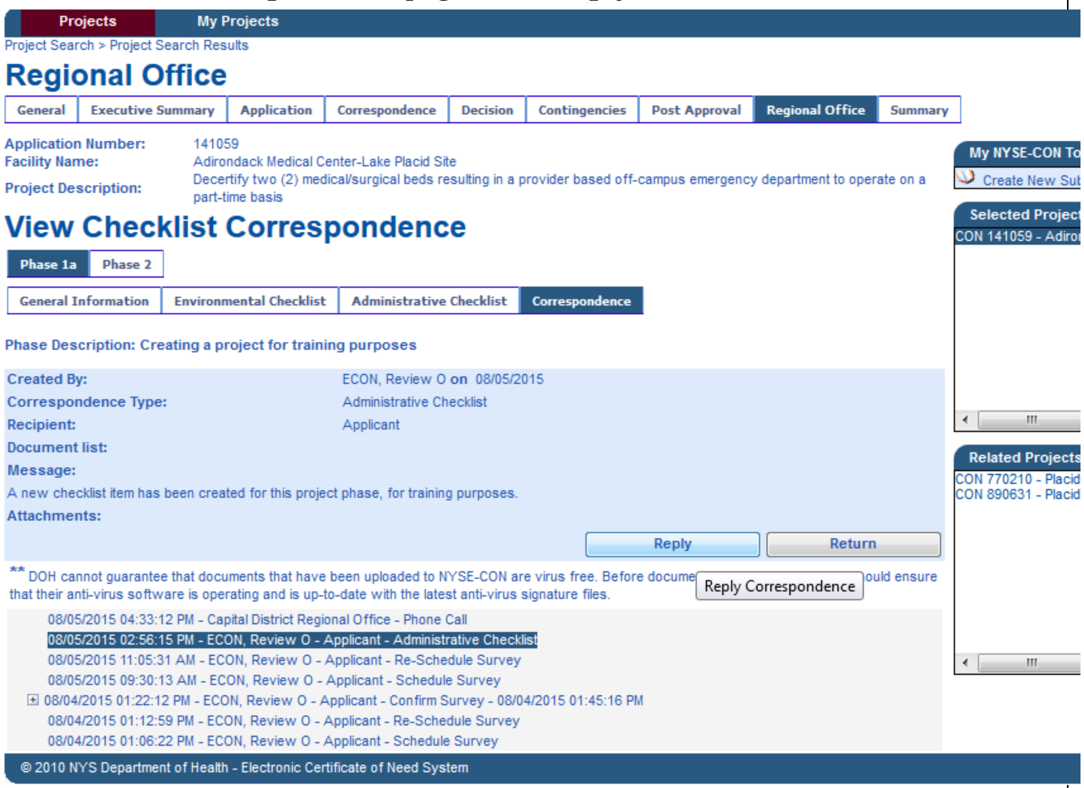


Figure 55: Reply Button on View correspondence screen</td></tr>
</table>

2 Enter the **message** in the text area provided.

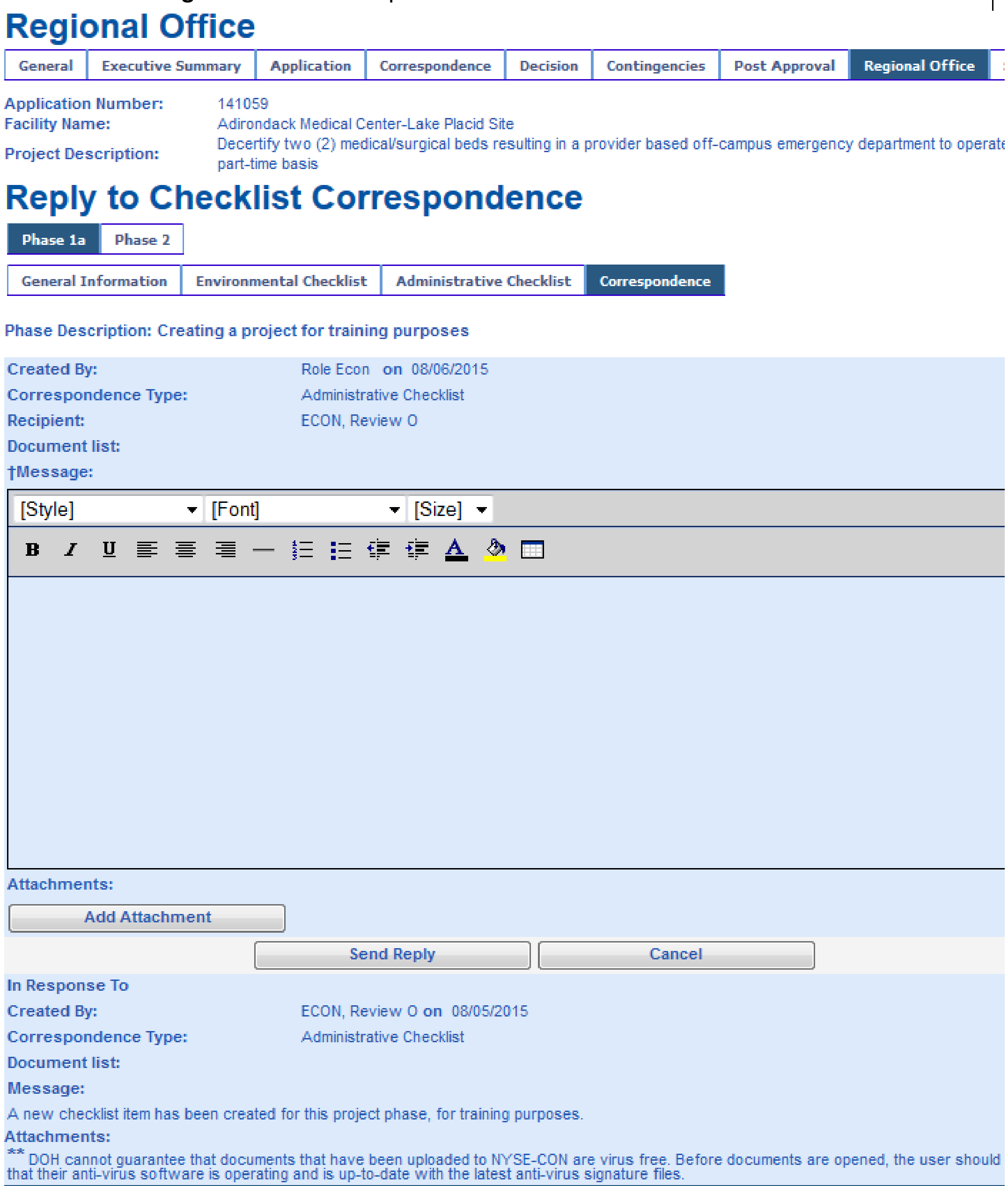


Figure 56: Reply Correspondence screen

3 To add an attachment, click **Add Attachment**

<table>
<tr><td></td><td>4</td><td>The 'Add Survey Correspondence Attachment' screen is displayed.

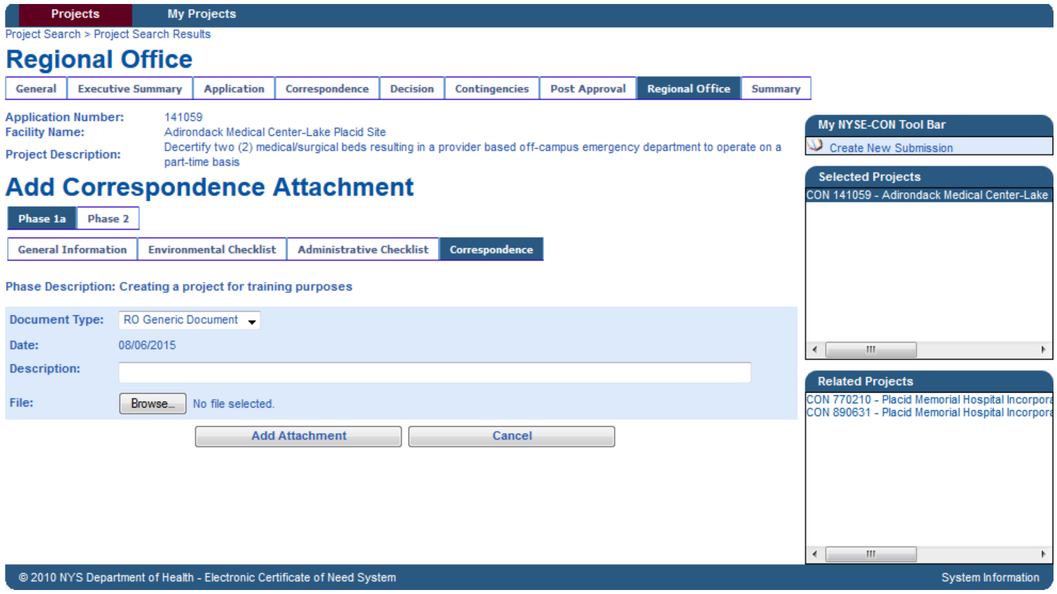


Figure 57: Add Survey Correspondence Attachment Screen</td></tr>
<tr><td></td><td>5</td><td>Select Document Type for the attachment using the drop down list or type the description in the text field provided below the list box.

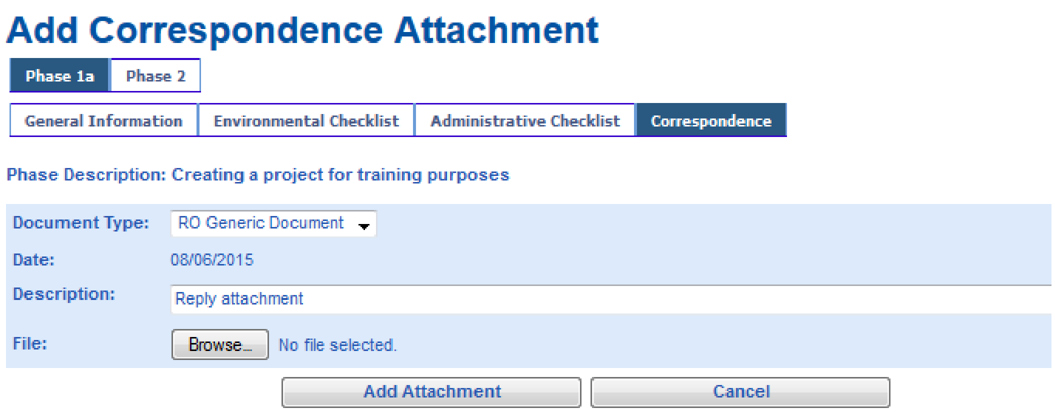
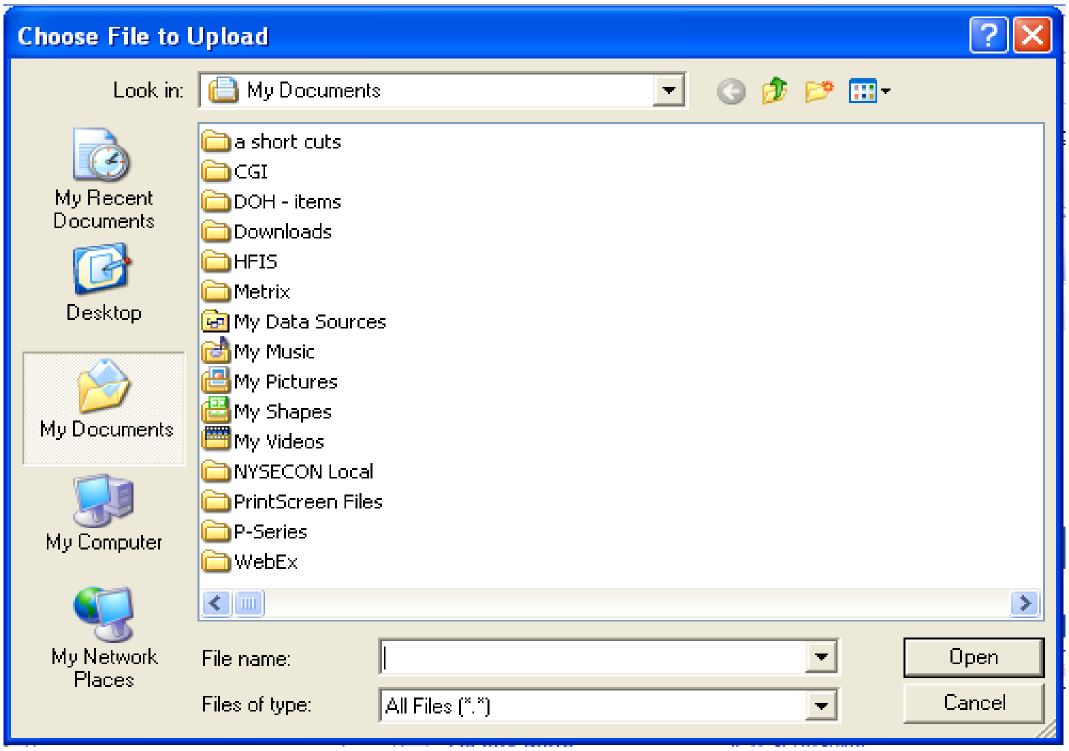
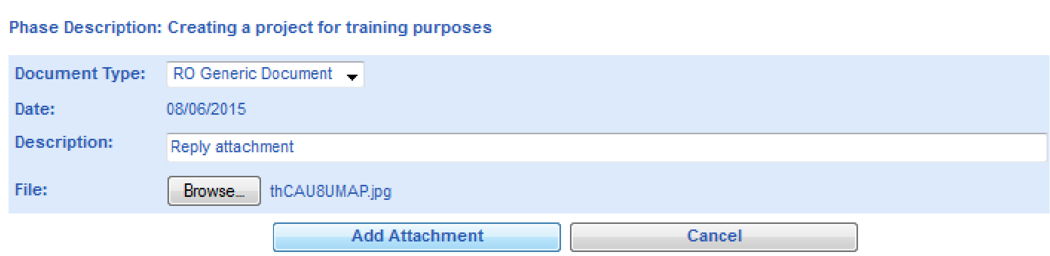


Figure 58: Drop down list for description</td></tr>
</table>

	6	Click **Browse.** The windows browser opens for selecting the file to be attached.  *Figure 59: Windows browser to find attachment on the computer.*
	7	Select the file and click **Open**
	8	Click **Add Attachment**  *Figure 60: Windows browser to find attachment on the computer.*

9 Click **Send Reply**

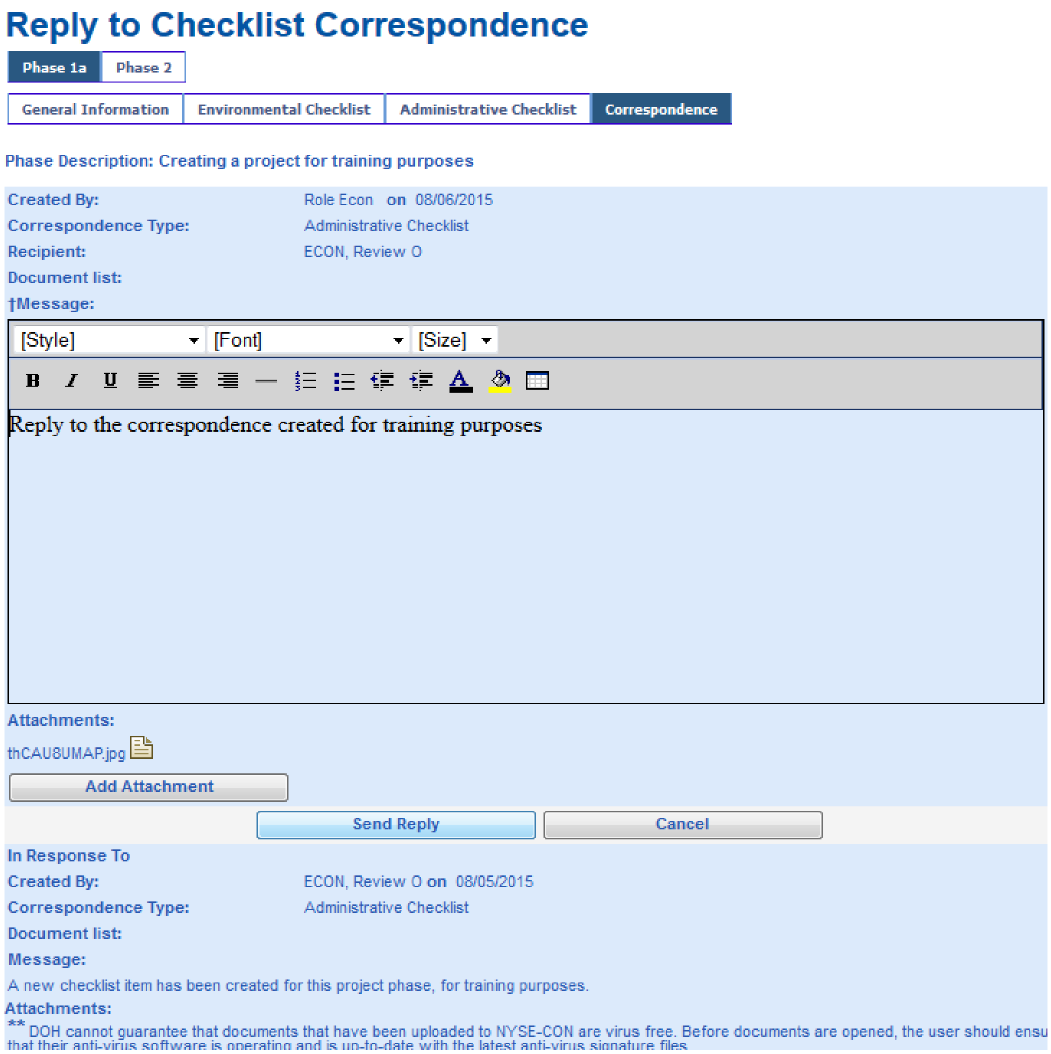


Figure 61: Windows browser to find attachment on the computer.

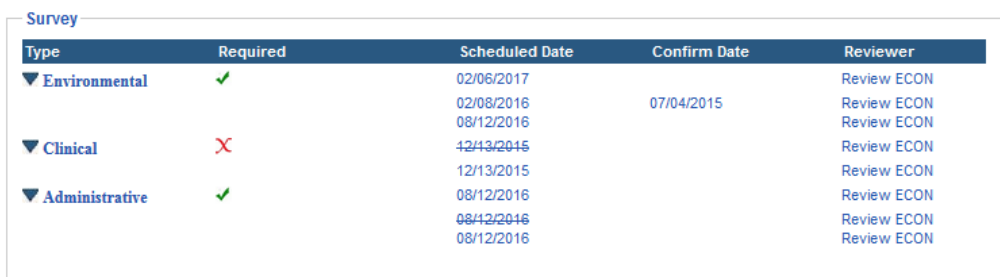
Appendix _1

Referencing the Survey Schedule History Table

<table>
<tr><th>Learning Objective</th><th>Step</th><th>Action</th></tr>
<tr><td>How to View the History of survey activity</td><td>1</td><td>The ’Survey’ table (containing the history of schedules specific to each survey) is located in the bottom frame of the General Information Page.

Survey
<table>
<tr><th>Type</th><th>Required</th><th>Scheduled Date</th><th>Confirm Date</th><th>Reviewer</th></tr>
<tr><td>Environmental</td><td>✓</td><td>02/06/2017</td><td></td><td>Review ECON</td></tr>
<tr><td>Clinical</td><td></td><td></td><td></td><td></td></tr>
<tr><td>Administrative</td><td>✓</td><td>08/12/2016</td><td></td><td>Review ECON</td></tr>
</table>
Figure 62: Survey table</td></tr>
<tr><td></td><td>2</td><td>All survey activity (schedule, confirm, re-schedule, and cancel) appears in the survey table. The history of survey activity is maintained.
The survey information appears as follows:

Type of survey(s) selected for the project (Marked with ‘✓’)
This tick mark appears even if the survey(s) are not scheduled yet. They are indicative of the survey(s) that are selected for the project by the Regional Office staff.
The Scheduled date - the date is created when the reviewer first schedules the survey and is updated every time the survey is rescheduled.
Name of the reviewer

*Note: A toggle {▶} button is provided so, when clicked, the survey history will be expanded.

Survey
<table>
<tr><th>Type</th><th>Required</th><th>Scheduled Date</th><th>Confirm Date</th><th>Reviewer</th></tr>
<tr><td>Environmental</td><td>✓</td><td>02/06/2017</td><td></td><td>Review ECON</td></tr>
<tr><td></td><td></td><td>02/08/2016</td><td>07/04/2015</td><td>Review ECON</td></tr>
<tr><td></td><td></td><td>08/12/2016</td><td></td><td>Review ECON</td></tr>
<tr><td>Clinical</td><td>X</td><td>~~12/13/2015~~</td><td></td><td>Review ECON</td></tr>
<tr><td></td><td></td><td>12/13/2015</td><td></td><td>Review ECON</td></tr>
<tr><td>Administrative</td><td>✓</td><td>08/12/2016</td><td></td><td>Review ECON</td></tr>
<tr><td></td><td></td><td>~~08/12/2016~~</td><td></td><td>Review ECON</td></tr>
<tr><td></td><td></td><td>08/12/2016</td><td></td><td>Review ECON</td></tr>
</table>
Figure 63: Records created for Surveys Scheduled</td></tr>
</table>